

2016 FACT BOOK



Kent District Library

KDL Service Center

814 West River Center Drive NE

Comstock Park, MI 49321-8955

Phone: 616-784-2007

Fax: 616-647-3828

Kent District Library is a public library system operating 18 branch libraries. KDL serves nearly 400,000 residents of 27 governmental units, comprising most of Kent County, Michigan. KDL is an IRS-designated 501(c)(3) nonprofit supported by millage dollars and private donations.

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History

1927

Kent County Federation of Women's Clubs begins project of library extension.

1994

The Library separates from the County to form the Kent District Library, an independent taxing agency with governance by a Board of Trustees appointed by the Kent County Board of Commissioners and representing eight geographic regions of the KDL Service Area.

2014

A ten-year 1.28 millage approved by voters.

Obtained 501 (c)(3) status.

2016

Completion of the KDL Meeting Center, which includes multiple meeting spaces with advanced technology that can be rented by the community.

New website, which allows users to access KDL catalog on a mobile device.

1936

Kent County Library Association formed.

Kent County Library System becomes a department of Kent County.

2011

Kent District Library celebrates 75 years of providing library service to citizens in Kent County.

2015

Expanded the services of the Library for the Blind and Physically Handicapped by increasing the number of large print materials.

Implemented a new SirsiDynix ILS (Integrated Library System) for Kent District Library.

Mission

Information. Ideas. *Excitement!*

Kent District Library Branches and Service Center

Kent District Library provides library services to over **395,000 customers** in **27 municipalities** through **18 branches** located throughout Kent County. With the exception of the KDL Service Center, the library buildings are owned and maintained by the local municipality while Kent District Library provides the staff, collection, technology and programming.

Strategic Plan 2016 Update

In 2014, KDL began its current strategic plan for three years (through 2017). The previous strategic plan was developed in 2009 through a process involving community members, staff, and the KDL Board of Trustees. The strategic plan serves as KDL's guide in providing quality library services to residents in our service area.

The strategic plan contains five goals developed to meet the specific needs of our community and sets measurable objectives to track the library's progress toward reaching those goals. Listed below are details concerning KDL's success in meeting these goals and objectives in 2016.

Millage Campaign Promises

- ✔ Offer more convenient hours at more locations.
- ✔ Meet expected increased demand for Library for the Blind and Physically Handicapped.
- ✔ Expand early literacy programs for young children and their families.
- ✔ Reduce customer wait time for popular items, especially to meet increasing demand for eBooks and other digital formats.
- ✔ Expand youth and teen collections, both in print and digital formats, to help students find what they need for school and what they want for fun.
- ✔ Upgrade KDL's wireless service to increase speed and improve customer service.
- ✔ Offer improved technology-related programming, such as computer classes offered in Spanish, and more technology assistance offered as outreach service in the community.
- ✔ Employ library staff with designated time to devote to mutually-beneficial community partnerships, especially where such partnerships benefit young children and students.

Strategic Plan Service Priorities

KDL ENGAGES THE COMMUNITY, PARTNERSHIPS

Progress on Partnership Activities

- ✔ By September 2015, KDL Administration will complete a survey of municipalities and begin working with those who are interested to place Little Free Libraries, Wi-Fi hotspots or other outreach services in their locations.
- By December 2017, KDL will create a model for partnerships that mutually contributes to organization goals and strategic initiatives. The model is specific and defined with a communication plan and consideration for multiple departments' collaboration.
- ✔ By December 2015, KDL will present annual reports and partnership updates at all area Chamber of Commerce meetings, service clubs (where possible) and other partnership organizations' administrative meetings (such as Senior Centers).

KDL ENGAGES THE COMMUNITY, VOLUNTEER

Progress on Volunteer-related Activities

- ✔ By June 2015, update all volunteer forms, add them to www.kdl.org and set up an online volunteer clearinghouse with a process to manage volunteer assignments centrally.
- ✔ By December 2015, survey current volunteers to evaluate their experiences and gain suggestions for improvements that will offer volunteers, especially senior citizens, interesting work that helps them connect with the library in meaningful ways.
- ✔ Develop a plan for recruiting, orienting, training and recognizing volunteers, including Friends' groups.
- ✔ Develop volunteer "job descriptions" to include activities such as early literacy outreach, technology training, Little Free Library stewardships and Spanish-language services.

KDL CREATES YOUNG READERS, EARLY LITERACY SERVICES

Progress on Early Literacy Activities:

- ✔ KDL will continue to offer environments and activities that make reading and learning how to read fun.
- ✔ By January 2015, develop library of early literacy video tutorials.
- ✔ By December 2015, offer "1,000 books before kindergarten initiative" to customers in 6 branches.
- ✔ By 2015, develop intergenerational early literacy programs, such as special grandparents' storytimes or outreach experiences with senior citizens at area childcare facilities.

KDL CREATES YOUNG READERS, EARLY LITERACY STUDY

Progress on Early Literacy Study:

- ✔ By December 2015, KDL will partner with Grand Rapids Public Library, Western Michigan University and the Early Childhood Investment Corporation to measure early literacy skill improvement as a result of participation in public library storytimes.

KDL CREATES YOUNG READERS, EARLY LITERACY EDUCATION

Progress on Early Literacy Education Activities:

- ✔ By December 2015, develop a plan for delivering early literacy outreach and programming in our communities, especially to under-served populations, including training and information for adults about the importance of early literacy.
- ✔ Develop ways to help parents incorporate early literacy in their daily interactions.

KDL SUPPORTS LEARNING, CONSTITUENCY-BASED COLLECTION AND PROGRAM DEVELOPMENT

Progress on Collection and Program Development Activities:

- ✔ By May 2015, KDL will perform a community survey about collection and program interests for all ages.
- ✔ By May 2015, programming staff will complete definitions of successful programs with plan for consistent evaluation of KDL programs. All levels of programming will be targeted for audience appeal—preschool, school-age, families, teens, adults and senior citizens.

KDL SUPPORTS LEARNING, EDUCATIONAL PARTNERSHIPS

Progress on Educational Partnership Activities:

- ✔ By May 2015, KDL Youth Specialists will develop a school package detailing services, digital collections and demonstration trainings available to schools.
- ✔ By June 2015, youth services staff and the Fund Development Department will implement donor funded partnership in select schools, offering Summer Reading @ KDL presenter previews during school assemblies.

KDL SUPPORTS LEARNING, COLLECTION EXPENDITURES

Progress on Collection Expenditure Activities:

- ✔ Increase juvenile nonfiction spending 66% to \$125,000 in 2015.
- ✔ Incorporate promoting juvenile nonfiction collection into school partnership activities.

KDL SUPPORTS LEARNING, COMMUNITY READS

Progress on Community Reads Activities:

- ✔ By June 2015, develop a plan to offer a system-wide KDL Community Reads initiative for 2016.
- ✔ In 2016, the Communications Department will implement a significant KDL Community Reads marketing campaign.

KDL SUPPORTS LEARNING, TECHNOLOGY TRAINING

Progress on Technology Training Activities:

- ✔ By February 2015, introduce Design Think concepts to the Computer Class workgroup, to support new technology training delivery model/service. Any model of service will need to account for the needs of senior citizens with new devices, as well as assisting more advanced technology users with troubleshooting questions.
- ✔ By December 2015, develop a model for customers with all levels of information fluency to receive technology instruction and assistance, whether in a branch, on the phone or at a local senior center.

KDL CULTIVATES CREATIVITY, OFFER CREATIVE OPPORTUNITIES

Progress on Creative Opportunity Activities:

- ✔ Contests such as Write Michigan, Kent County Teen Film Festival, Teen Poetry and a Photo Contest.
- ✔ Interactive hands-on programs like KDL Lab, Studio KDL and art carts.
- ✔ Diverse collection of materials.
- ✔ Safe environments for people to explore their creativity.
- ✔ By June 2015, investigate offering Local Indie materials in digital formats.

KDL CULTIVATES CREATIVITY, OFFER INSPIRATION & MOTIVATION

Progress on Inspiration & Motivation Activities:

- ✔ Incorporate into 2015 marketing plan promotion of KDL staff as friendly experts who can connect readers with the next book they will love.
- ✔ By June 2015, branch managers will shop at least one other branch and a retail space focusing on evaluating displays that help connect people with what inspires them.

Organizational Competencies

COLLABORATION

- ✔ Beginning in 2015, every marketing plan will identify KDL staff as a target audience and identify how best to inform them of the service
- ✔ By June 2015, Patron Services staff will begin creating patron records for all web registration requests. This will speed up the web registration process by allowing branch staff to add a barcode and issue the card immediately.
- ✔ By June 2015, KDL Administration will foster group collaboration and inclusiveness by ensuring that the group's Chair (or Leader) has input from all team members before presenting ideas to the Leadership Team. Tools will be developed to help organize groups' communication to all KDL stakeholders.
- By June 2017, the IT Department will implement the staff collaboration features of SharePoint.
- By December 2017, each KDL department will implement a plan to visit with branch managers and staff annually. **[Recurring annually]**
- By December 2017, the Fund Development Department will work with branch staff to develop best practices for philanthropy at KDL, including generating branch-level donations, how to discuss donations with patrons in a positive and inspiring way, and regularly communicating with donors (not just when asking for a gift). **[Recurring annually]**
- ✔ By December 2015, one or more focus groups will convene to address recommendations from the Michigan Quality Council Navigator Report, resulting in a measured quality improvement to staff working conditions and/or customer service.
- ✔ By December 2015, KDL Youth Specialists will work with KDL Program and Outreach Specialists to inventory program supplies and facilitate their use by all branches.

CONVENIENCE

- ✔ In January 2015, the Collection Development department will decrease holds ratios for shorter wait time: Digital materials, audiobooks, and books – 3:1; Music and movies – 6:1.
- ✔ By March 2015, the Patron Services and the Communications Departments will create a “Call us for…” bookmark to distribute in branches, promoting conveniently available phone services to KDL customers.
- ✔ By June 2015, staff will be able to use the email alias purchasing@kdl.org to communicate questions or concerns to the Business Office. Messages will be directed to multiple staff members to ensure a timely response.
- ✔ By June 2015, the IT Department will implement a patron printing solution that eliminates the required payment card and includes some form of printing for wireless devices.

CONVENIENCE (CONT'D)

- ✔ By October 2015, KDL Administration will evaluate all KDL meetings to determine which could be successfully accomplished without requiring travel. Software to facilitate remote meetings will be investigated.
- ✔ By October 2015, the Communications Department will complete a comprehensive web redesign, implementing an event management system that incorporates fundraising events, creating donor-friendly online donating options, and offering easy access to KDL financial information.
- ✔ By October 2015, complete migration to new ILS system. Tentative timeline is as follows: By January 2015, KDL will hire an ILS Librarian to work on the migration to a new ILS system. Test database made available to KDL February 2015. IT tests system March 2015. Staff training to begin in May–August 2015. Communication Plan to the public goes into effect June 2015. Migration of records begins in September 2015. IT tests migration material with the help of staff in September 2015. ILS migration is to be completed by October 2015.

FLEXIBILITY

- ✔ By January 2015, customer overdue fines for DVDs will be reduced from \$1 a day to \$0.15.
- ✔ By January 2015, the Communications Department and the Social Media Workgroup will develop marketing and content plans for each of KDL's social media venues.
- By December 2017, KDL administration will develop a Stop List, specifically identifying activities KDL will cease to engage in, in order to focus efforts on the strategic priorities identified in this document. **[Recurring annually]**
- ✔ By December 2015, the Communications Department will incorporate analytics to measure the effectiveness of advertising and social media marketing and cease unsuccessful efforts.
- ✔ By December 2015, the Fund Development Department will offer donor-friendly procedures, allowing donors the option of directing their gifts to specific projects or branches.
- ✔ By December 2015, KDL will train Collection Services team members to implement LEAN business practices in material handling procedures.
- ✔ By December 2015, KDL will implement recommendations from its engagement in the Baldrige Process through Michigan Quality Council.
- ✔ By December 2015, the Collection Development Department will migrate to Baker & Taylor's TitleSource360 and add CollectionHQ's ESP module for improved collection analysis and more responsive selection.
- By December 2017, the Program and Outreach Department will work with branch staff to study the value of programming forms and deadlines to refine and streamline program planning, promotion, implementation and evaluation.

FRIENDLINESS

- ✔ By January 2015, new KDL employees will receive a welcome message with information about Communications and Programming Departments.
- ✔ By March 2015, the Communications Department will work with programming workgroups to capture and respond to programming ideas and market system-wide programs to KDL staff no less than two weeks before the seasonal deadline.
- ✔ By March 2015, the HR Department will negotiate compensation incentives with the UAW for staff who are bilingual, thereby creating formal recognition and placing value on such communication skills.
- ✔ By March 2015, a focus group of stakeholder employees will set out to define the “KDL Way.” Using Appreciative Process techniques, the team will articulate an organizational culture approach that is uniquely KDL.
- By June 2017, KDL’s IT Department will participate in communications training to foster and reinforce friendly customer interactions.
- ✔ By June 2015, the IT and Patron Services Departments will revise the entire call center phone tree to better serve patrons, making it clear that they have been connected with KDL staff that can help them.
- By July 2017, develop and implement a significant library card campaign related to Library Card Sign-up Month (September), with emphasis on new targeted audiences (such as senior citizens) and under-served populations (such as English as a Second Language Speakers).
- ✔ By December of 2015, KDL will recruit bilingual candidates during three job fairs and offer online training and testing for staff who wish to adopt second-language skills.
- ✔ By December 2016, KDL’s HR Department will review hiring processes and compensation levels to further strengthen staff commitment and engagement to serving library customers.

INNOVATION

- ✔ By January 2015, KDL’s Wellness Committee will complete a survey and implement results, providing activities and initiatives that support staff mental and physical well-being.
- ✔ By March 2015, the Patron Services Department and Circulation Managers will create a form on the Intranet to streamline the shelf check process for materials that weren’t properly checked in and removed from accounts.
- ✔ By December 2015, KDL will create a process to gather innovative ideas from all KDL team members. Recognition may be given for new ideas that have a profound positive impact on KDL’s efforts to be relevant to our communities.
- ✔ By December 2015, the Digital Futures Committee will be renamed the Innovation Team, developing a protocol for considering new ideas and facilitating efforts to make them actionable.

INNOVATION (CONT'D)

- By June 2017, the Business Office will explore and implement a new tracking process for recording receipts (payments, donations, grants).
- By December 2015, at least one IT staff member will become skilled in offering web-based development capability to leverage basic web application integration with KDL resources and data. **[Under reconsideration for 2017]**

LEARNING

- ✔ By March 2015, programming staff will hold quarterly training sessions for new Information Services staff.
- ✔ By December 2016, KDL Management will continue to improve public service through the Circulation and Information Best Practices model. Surveys will identify training needs for Information staff (such as offering services and programs for senior citizens, materials advisory and technology literacy) while Circulation Managers will save customer service issues to determine emphasis for training.
- ✔ By December 2016, the Business Office will survey each branch and department for training needs and implement a plan to deliver comprehensive training.
- ✔ By December 2015, additional CollectionHQ training will be completed.
- By December 2017, the HR and Communications Departments will develop a brand for KDL's "Library2Library" training initiatives for outside libraries and organizations.
- ✔ By December 2016, the HR Department will create an online Learning Library to promote the professional development of future staff.
- By December 2017, Patron Services staff members will each attend at least one webinar and report on it at a monthly staff meeting.
- ✔ By December 2015, all Patron Services staff members will attend at least one quarterly Information Services meeting.
- ✔ By December 2015, Branch Managers begin to explore the Harwood Institute Community Conversation methods to get community input on various issues. Activities will include a manager's discussion of the Harwood Institute's *The Work of Hope*, training at a Management Meeting and plans to begin implementing community conversations.

TRUSTWORTHINESS

- ✔ By December 2016, the IT Department will implement a “read-only” interface of the help desk application which will allow KDL staff to track progress on support desk concerns.
- ✔ By December 2015, all of KDL’s public financial information, meeting minutes, and strategic plan progress will be available through KDL’s enhanced website in three clicks or less.
- ✔ By December of 2015, KDL management and staff in leadership roles will actively participate in training to promote behavior that encourages clear and transparent leadership.
- ✔ By December 2015, the Fund Development Department will develop ways to ensure transparency of how donations directly benefit KDL programs and services.
- ✔ By December 2015, the Patron Services staff will create quarterly statistical reports regarding the amount and type of interactions in order to inform KDL staff and customers of the value of the department
- ✔ By March 2016, the Collection Development Department will report on the patron requests received and how many were ordered/not ordered in 2015.

Kent District Library Branches and Service Center



ALPINE TOWNSHIP BRANCH
5255 Alpine Ave. NW
Comstock Park, MI 49321



ALTO BRANCH
6071 Linfield Ave.
Alto, MI 49302



BYRON TOWNSHIP BRANCH
8191 Byron Center Ave. SW
Byron Center, MI 49315



CALEDONIA TOWNSHIP BRANCH
6260 92nd St. SE
Caledonia, MI 49316



CASCADE TOWNSHIP BRANCH
2870 Jacksmith Ave. SE
Grand Rapids, MI 49546



COMSTOCK PARK BRANCH
3943 W. River Dr. NE
Comstock Park, MI 49321



EAST GRAND RAPIDS BRANCH
746 Lakeside Dr. SE
East Grand Rapids, MI 49506



ENGLEHARDT BRANCH
200 N. Monroe St.
Lowell, MI 49331



GAINES TOWNSHIP BRANCH
421 68th St. SE
Grand Rapids, MI 49548



GRANDVILLE BRANCH
4055 Maple St. SW
Grandville, MI 49418



KENTWOOD (RICHARD L. ROOT) BRANCH
4950 Breton SE
Kentwood, MI 49508



KRAUSE MEMORIAL BRANCH
140 E. Bridge St.
Rockford, MI 49341



NELSON TOWNSHIP/ SAND LAKE BRANCH
88 Eighth St.
Sand Lake, MI 49343



PLAINFIELD TOWNSHIP BRANCH
2650 5-Mile Rd. NE
Grand Rapids, MI 49525



SPENCER TOWNSHIP BRANCH
14960 Meddler Ave.
Gowen, MI 49326



TYRONE TOWNSHIP BRANCH
43 S. Main St.
Kent City, MI 49330



WALKER BRANCH
4293 Remembrance Rd. NW
Walker, MI 49534








WYOMING BRANCH and the Library for the Blind and Physically Handicapped
3350 Michael Ave. SW
Wyoming, MI 49509



SERVICE CENTER
814 West River Center NE
Comstock Park, MI 49321

Service Area

TYRONE Village of KENT CITY Tyrone Township Branch 	SOLON City of CEDAR SPRINGS 	★ NELSON Nelson Township/ Sand Lake Branch	SPENCER ★ Spencer Township Branch
SPARTA Village of SPARTA 	ALGOMA	COURTLAND City of ROCKFORD Krause Memorial Branch 	OAKFIELD
ALPINE ★ Alpine Township Branch Comstock Park Branch ★	PLAINFIELD KDL Service Center ★ Plainfield Township Branch ★	CANNON	GRATTAN
City of WALKER Walker Branch ★	GRAND RAPIDS City of GRAND RAPIDS City of EAST GRAND RAPIDS East Grand Rapids Branch ★ City of WYOMING Wyoming Branch & the Library for the Blind and Physically Handicapped ★ City of GRANDVILLE Grandville Branch ★	ADA	VERGENNES City of LOWELL Englehardt Branch ★
BYRON ★ Byron Township Branch	★ City of KENTWOOD Kentwood Branch	CASCADE ★ Cascade Township Branch	★ LOWELL
BYRON ★ Byron Township Branch	GAINES ★ Gaines Township Branch	CALEDONIA ★ Caledonia Township Branch	★ BOWNE Alto Branch

 Areas highlighted in green are outside the KDL service area and include the City of Grand Rapids, City of Cedar Springs, Solon Township, Sparta Township, the Village of Sparta, and the portion of Bowne and Caledonia Townships within the Thornapple Kellogg school district.

Governance and Organizational Structure

BOARD OF TRUSTEES

The Kent District Library Board of Trustees is composed of eight members representing geographic regions of the KDL Service Area. Trustees must live in the region they represent. Board members are appointed for four-year terms by the Kent County Board of Commissioners based on recommendations from the eight regions. The KDL Board meets monthly. Major duties include establishing and maintaining a public library for Kent District Library, establishing library policies, employing the Library Director, adopting an annual budget, approving the expenditure of funds, entering into contracts, and control of all KDL property.

Trustee	Area of Responsibility
Craig Wilson, Chair	Region 5: City of East Grand Rapids, and Ada, Cascade, and Grand Rapids Townships
Penny Weller, Vice Chair	Region 3: City of Walker, and Alpine and Plainfield Townships
Lee Cook, Treasurer	Region 7: City of Grandville and Byron Township
Carol Simpson, Secretary	Region 1: Spencer, Tyrone, Nelson and Oakfield Townships
Shirley Bruursema, Trustee	Region 6: City of Kentwood, and Gaines and Caledonia Townships
Andrew Erlwein, Trustee	Region 2: City of Rockford, and Cannon, Algoma, Courtland and Grattan Townships
Charles R. Myers, Trustee	Region 4: City of Lowell, Vergennes, Lowell, and Bowne Township
Sherrie Barber Willson, Trustee	Region 8: City of Wyoming



Craig Wilson
Chair



Penny Weller
Chair



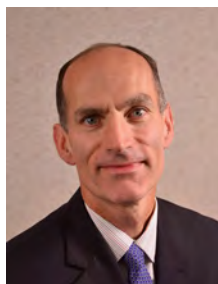
Lee Cook
Treasurer



Carol Simpson
Secretary



Shirley Bruursema
Trustee



Andrew Erlwein
Trustee



Charles R. Myers
Trustee



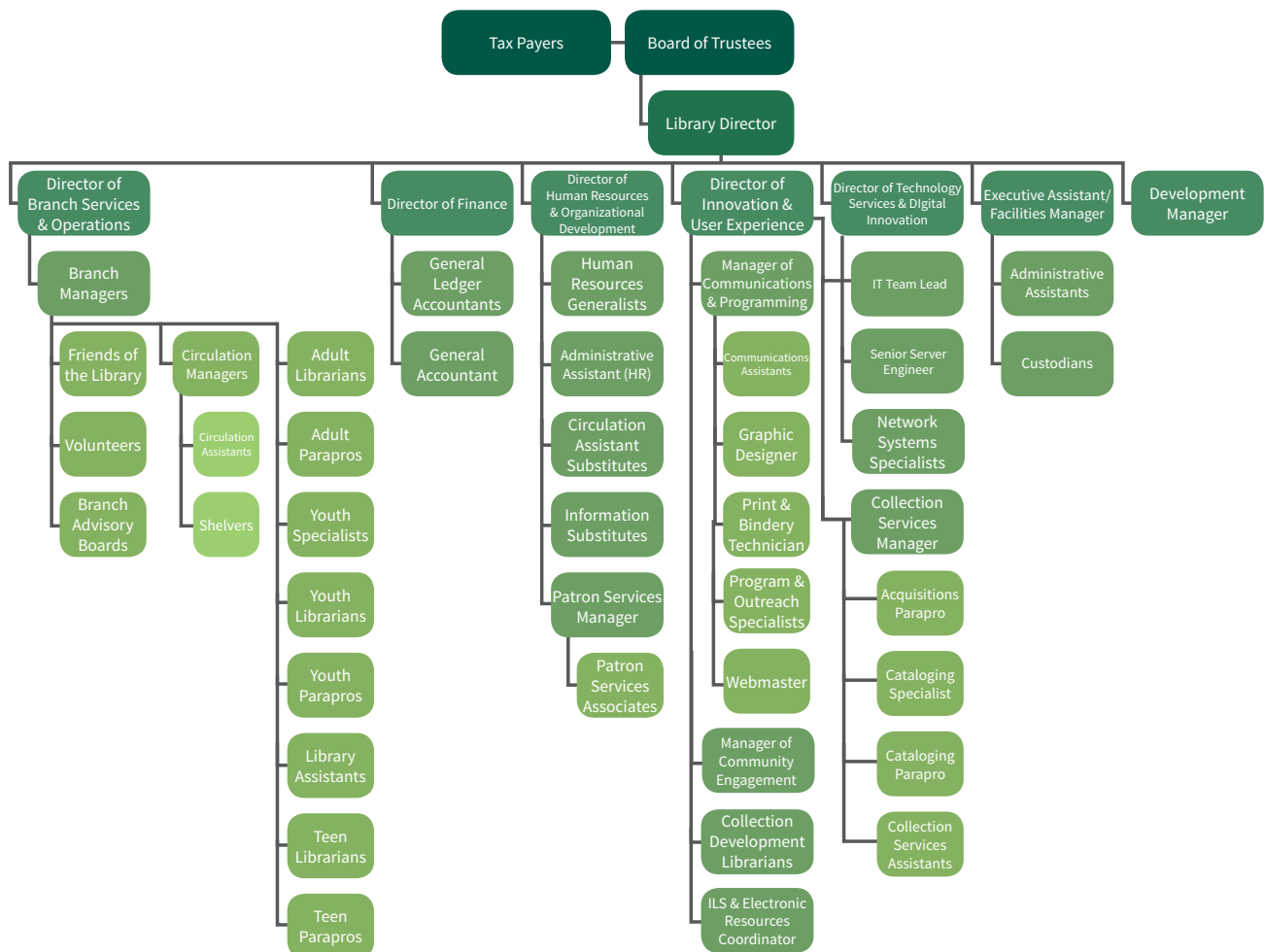
Sherrie Barber Willson
Trustee

LEADERSHIP TEAM

The Kent District Library Leadership Team leads the staff in support of KDL's strategic plan, coordinates organizational functions and facilitates communication. Members of the Leadership Team are:

Position	Name
Library Director	Lance Werner
Director of Innovation and User Experience	Michelle Boisvenue-Fox
Director of Branch Services and Operations	Lindsey Dorfman
Director of Finance	Sherry Bava
Director of Human Resources & Organizational Development	Brian Mortimore
Director of Information and Technology [Interim]	Kurt Stevens

KENT DISTRICT LIBRARY ORGANIZATIONAL CHART



DEVELOPMENT BOARD

Kent District Library's Development Board is composed of community leaders who have a passion for libraries. Development Board members support the mission, vision and values of Kent District Library, and act responsibly and prudently as stewards of KDL. These members work tirelessly to raise private donations that support programming, collections and special projects that enhance the library experience for all community members.



Shelly Adamy



Lori DeBruyne



Jamie Junod (Chair)
Stifel Nicolaus &
Company Inc.



Jim Komondy
Sluggett PC



Linda Masselink



Kristen Rampe
Kristen Rampe
Consulting



Tamara Rosier
Acorn Leadership
Consulting & ADHD
Center of West Michigan



**Heather Ross
(Vice Chair)**
ddm marketing



John Schuring
Dickinson Wright



Penny Weller
Kent District Library
Board of Trustees



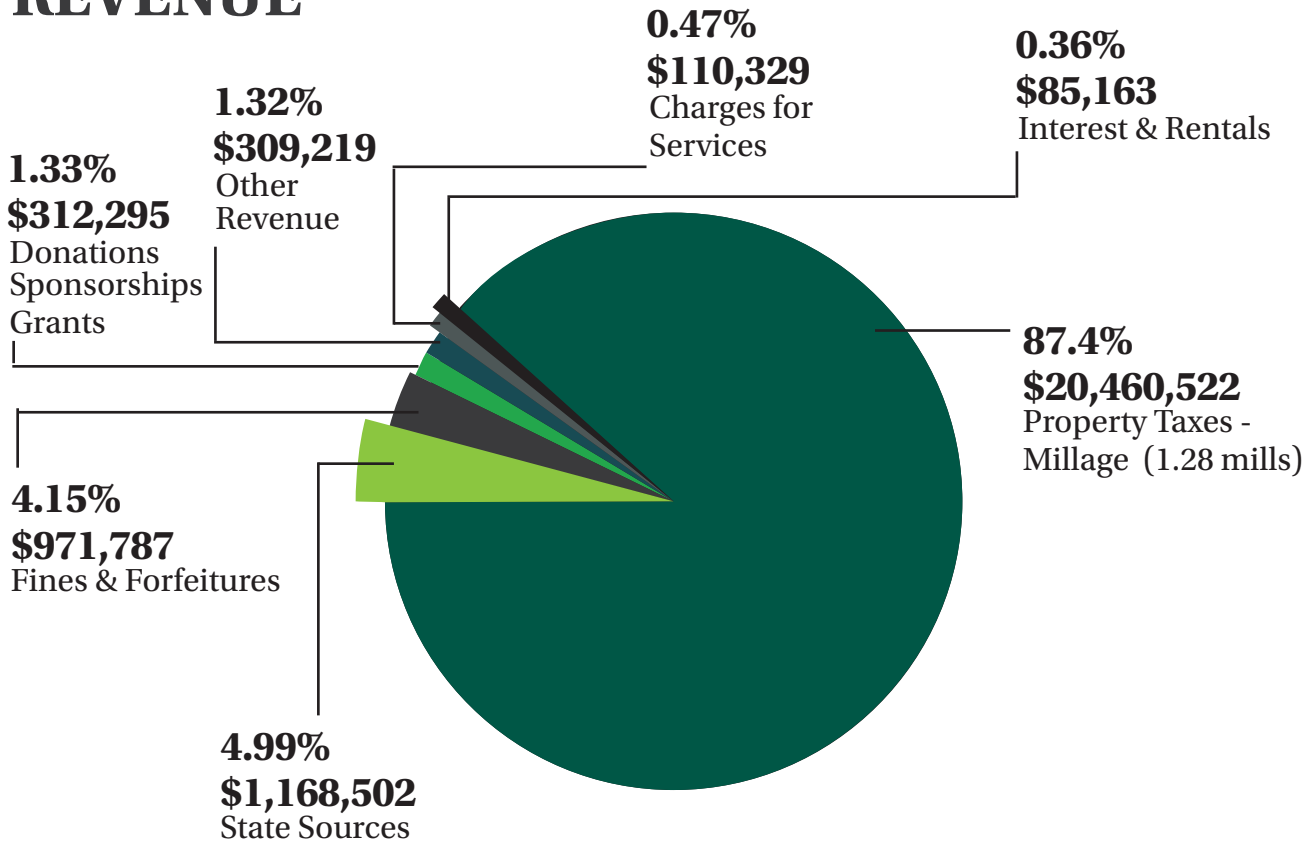
Sherrie Willson
Steelcase Inc.



Robert Younger
Zaner Bloser

2016 Summary of Financial Information

REVENUE

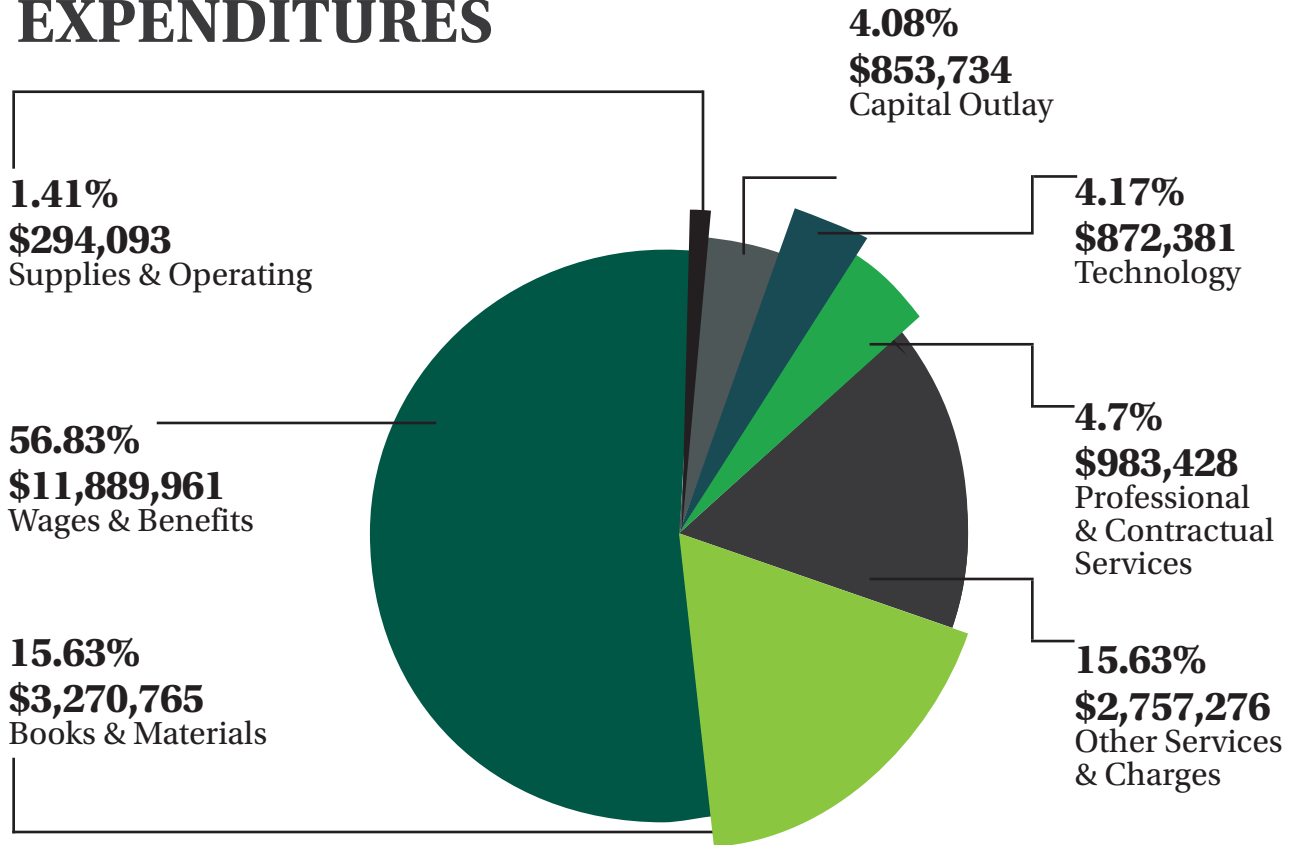


REVENUE	
Property Taxes - Millage (1.28 mills)	20,460,522
State Sources	1,168,502
Fines & Forfeitures	971,787
Donations, Sponsorships, Grants	312,295
Other Revenue	309,219
Charges for Services	110,329
Interest & Rentals	85,163
TOTAL REVENUE	\$23,417,818

The numbers on pages 18 and 19 have been derived from the 2016 Financial Statements.

Complete audited Annual Financial Statements will be available after June 2017.

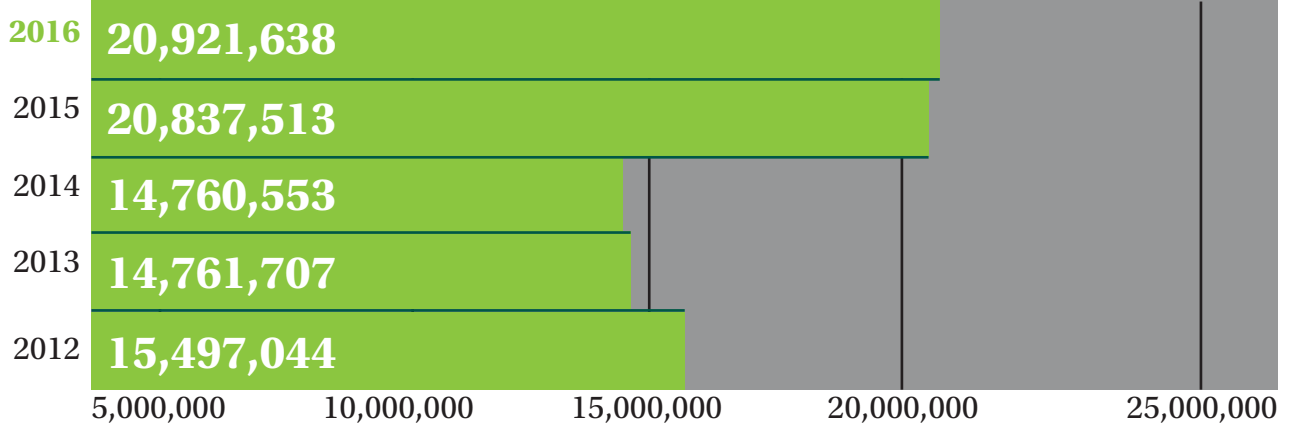
EXPENDITURES



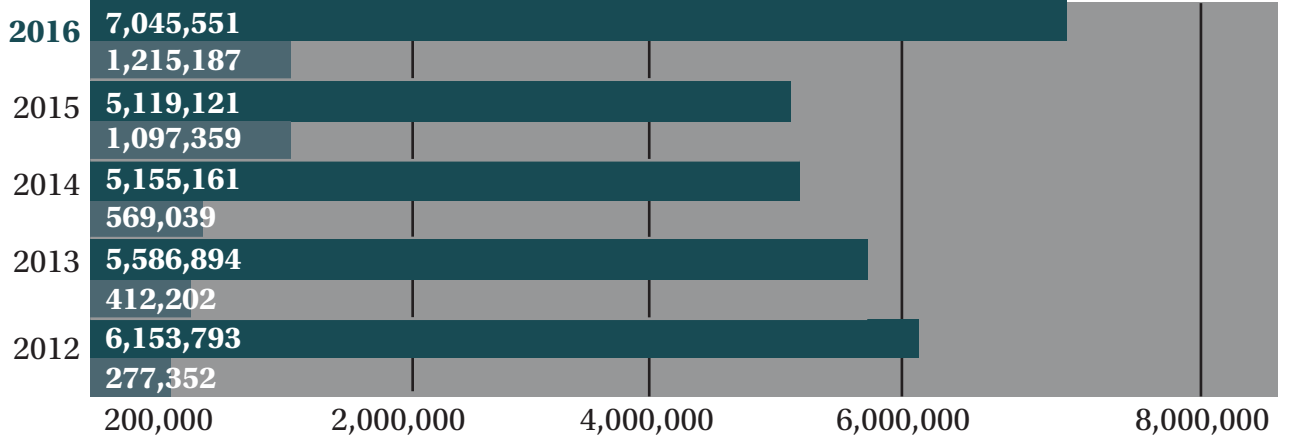
EXPENDITURES	
Wages & Benefits	11,889,961
Books & Materials	3,270,765
Other Services & Charges	2,757,276
Professional & Contractual Services	983,428
Technology	872,381
Capital Outlay	853,734
Supplies & Operating	294,093
TOTAL EXPENDITURES	\$20,921,638
Fund Balance - Beginning of Year	5,476,648
Fund Balance - Nonspendable (Prepays)	(262,438)
Fund Balance - Restricted	(54,183)
Fund Balance - Committed (Capital Projects)	(2,815,300)
Fund Balance - Assigned	(278,546)
Excess Revenues over Expenditures	2,496,173
TOTAL UNASSIGNED FUND BALANCE	\$4,562,354

2016 Statistical Trends

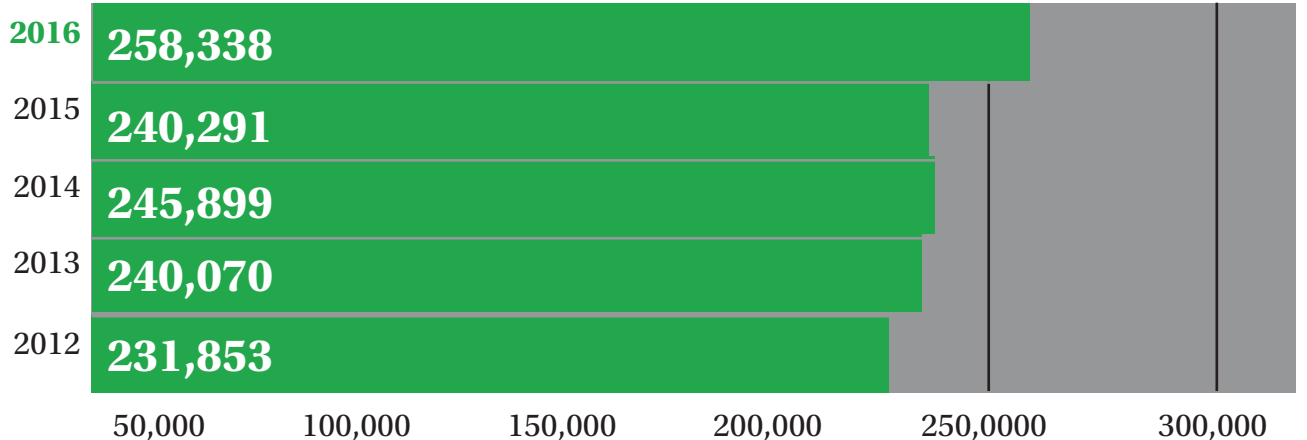
KDL Total Expenditures (\$)

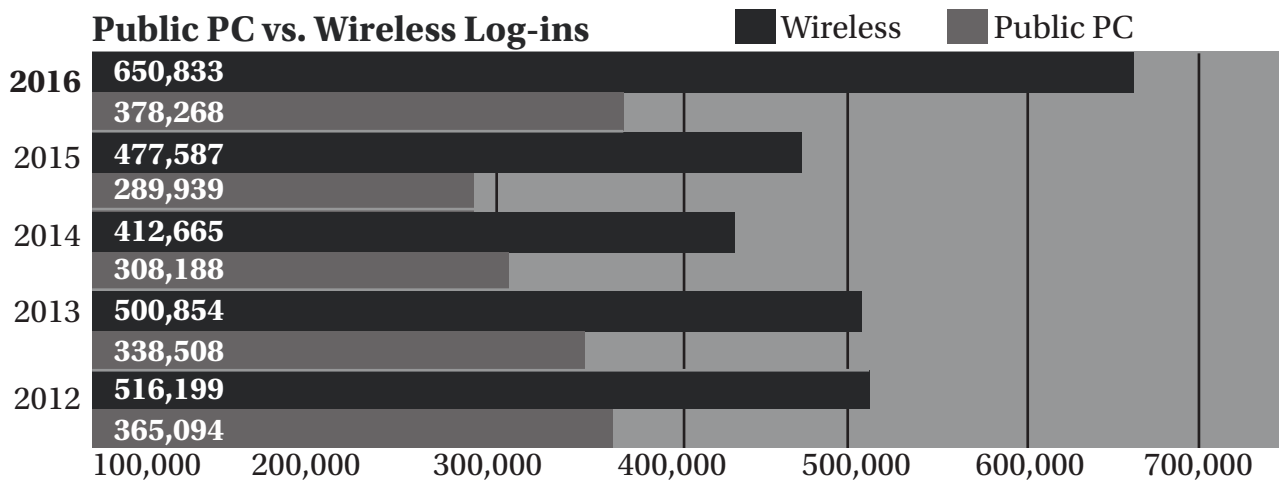
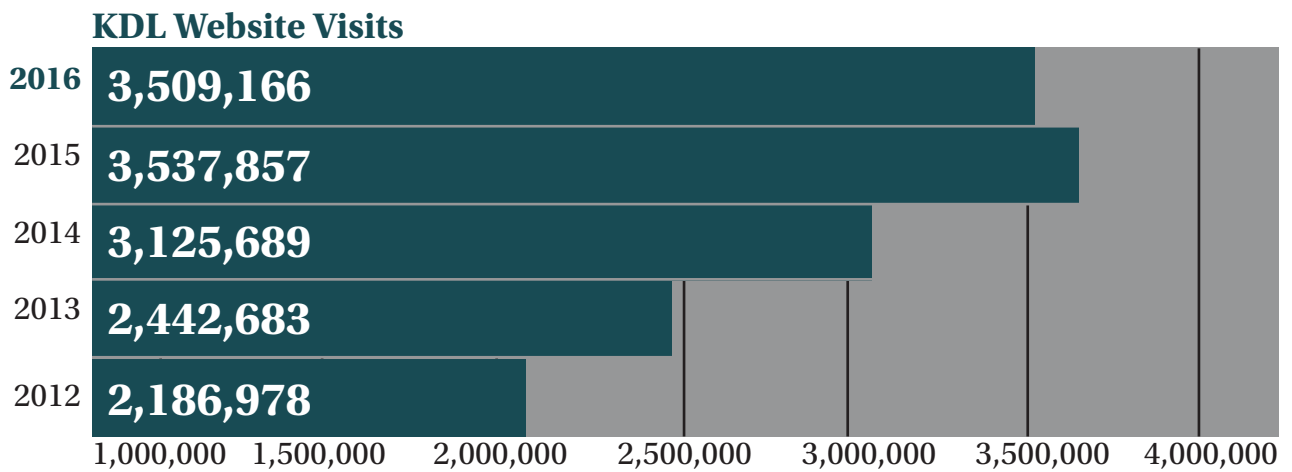
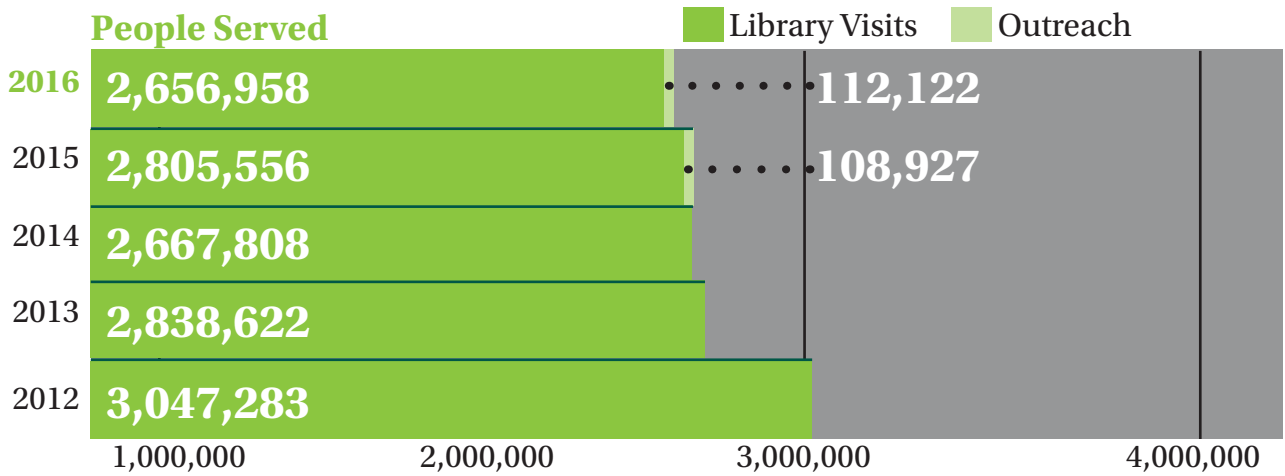


KDL Total Physical and Digital Circulation



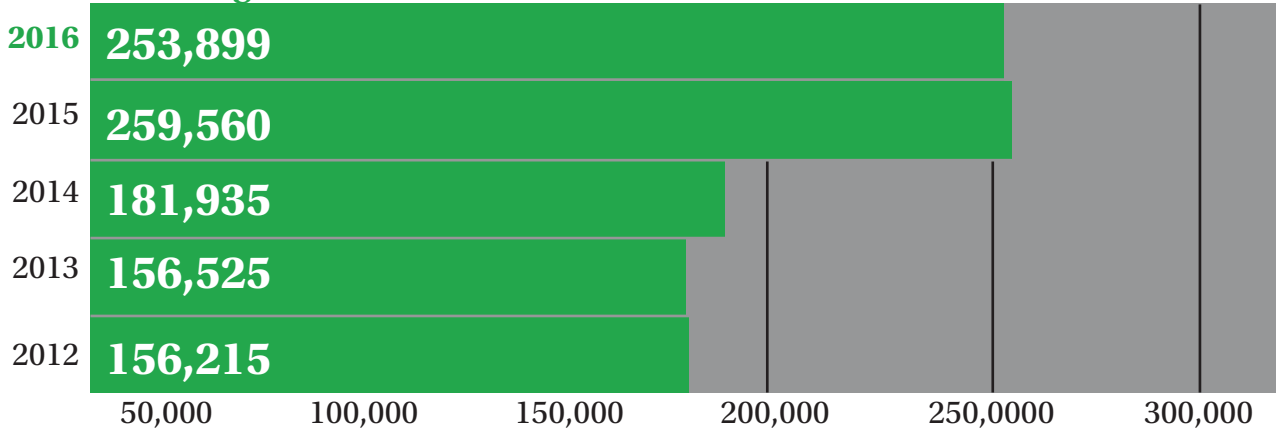
KDL Cardholders



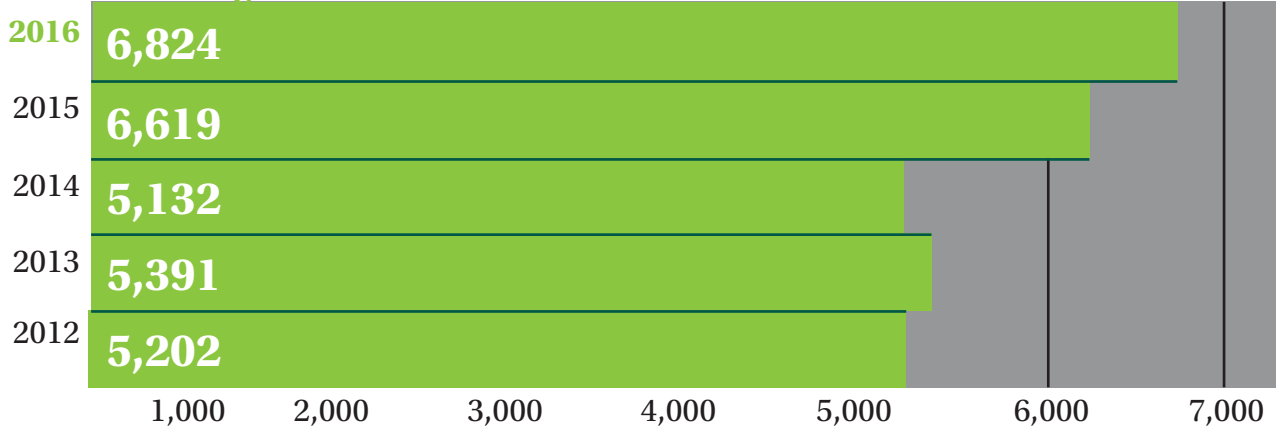


2016 Statistical Trends (cont'd)

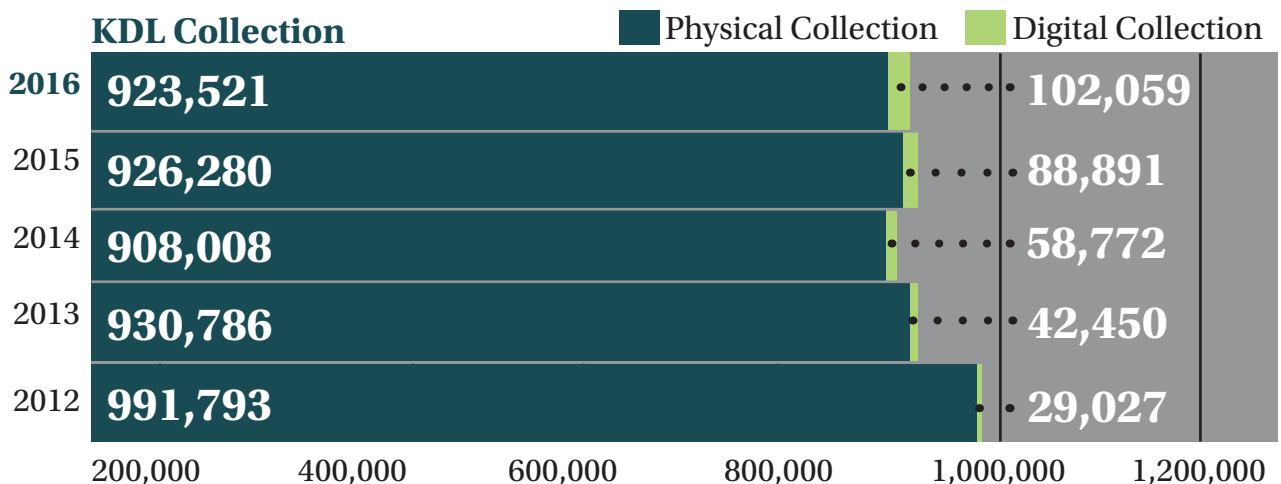
KDL Program Attendees



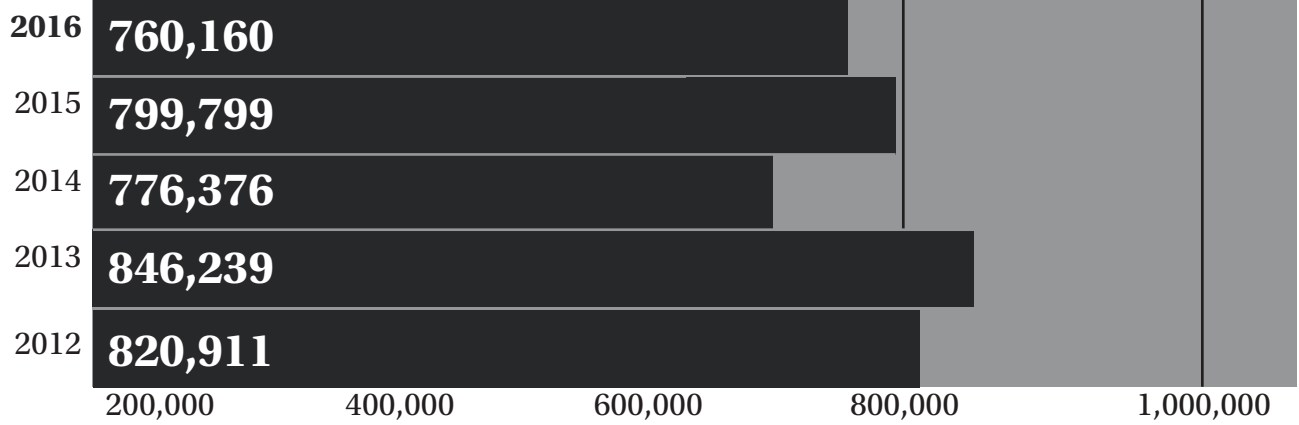
KDL Programs



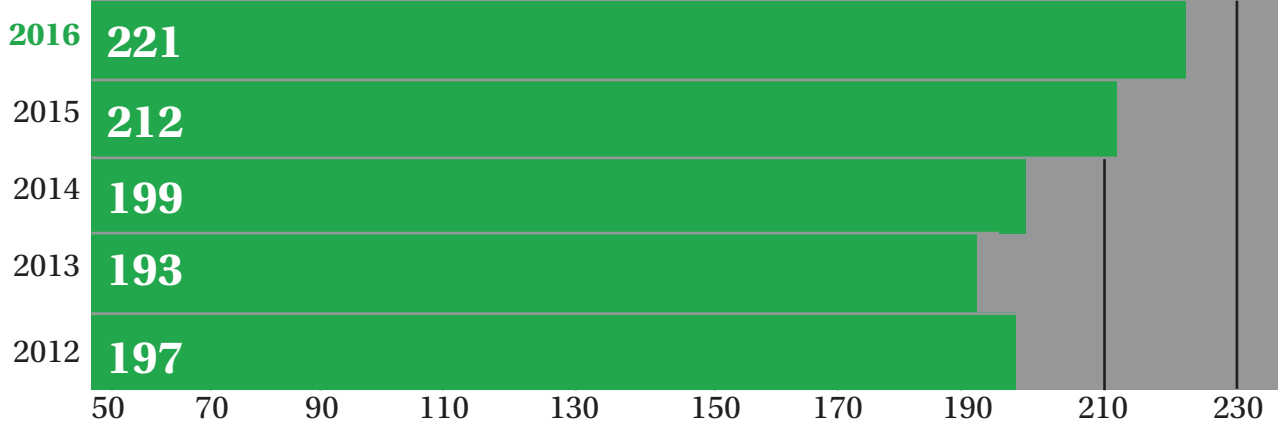
KDL Collection



KDL Reference Questions



KDL Staff Positions



2016 Statistical Information

Circulation	
Adult Fiction	923,701
Adult non-fiction	559,507
Audiobooks	243,340
Book Club in a Bag	929
DVDs and Blu-ray	1,812,483
International Language	26,532
Juvenile fiction	2,108,274
Juvenile non-fiction	373,283
Large print	78,653
LBPH (Library for the Blind and Physically Handicapped)	72,953
Local Indie	1,840
MeLCat (ILL)	30,425
Miscellaneous	17,874
Music CDs	210,977
Periodicals	159,774
Reference	7,476
Rotating Display Items	37,566
Teen fiction	287,183
Teen non-fiction	11,793
Video games	80,988
Total Physical Circulation	7,045,551
Digital Downloads	
eAudiobooks	231,540
eBooks	609,158
eMagazines	34,503
eMovies	18,858
eMusic	320,820
eVideogames	308
Total Digital Circulation	1,215,187
TOTAL CIRCULATION	8,260,738

Physical Collection	
Audio (audiobooks and music CDs)	80,037
Books	728,637
Braille items	296
CD-ROMs (no longer purchasing)	19
Kits	300
Miscellaneous items	940
Periodicals	29,853
Videos (DVDs and Blu-ray)	75,746
Video games	7,693
Total physical items in the library collection at year-end	923,521
Digital Collection	
Electronic audiobooks (eAudiobooks)	22,845
Electronic books (eBooks)	79,214
Total digital items in the library collection at year-end	102,059
Subscriptions (# of)	1,999
Licensed databases - Local	39
Licensed databases - State	38
Licensed databases - Total	77

Human Resources	
Number of MLS librarians	70
Full-time equivalent of MLS librarians	63
Number of non-MLS librarians	2
Full-time equivalent of non-MLS librarians	2
Number of other paid staff	237
Full-time equivalent of other paid staff	156
Total number of staff	309
Total full-time equivalents (FTEs)	221
Total hours per week worked by MLS librarians	2,502
Total hours per week worked by all staff	8,837
Staff training hours	3,503

2016 Statistical Information (cont'd)

MeLCat & Reciprocal Borrowing	
MeLCat items borrowed by KDL from other libraries	30,425
MeLCat items loaned by KDL to other libraries	22,122
Items reciprocally borrowed by KDL patrons at other libraries	175,449
Items reciprocally borrowed by patrons from other libraries at KDL	503,310

Library for the Blind and Physically Handicapped (LBPH)	
Number of registered patrons	1,034
Total circulation	72,953

Patron Services: Centralized Phone Center		
Telephone calls received		74,197
Percentage of calls handled (i.e., not transferred to branch staff)		85%
Calls By Type	Total Calls	% of Total
Circulation	24,807	33%
Directional	3,531	5%
Programming	4,822	6%
Reference	27,123	37%
Transfers to Branch Staff	11,058	15%

Technology	
Computers for staff	664
Computers for public	315
Patron log-ins to public computers	378,268
Patron log-ins to wireless network	650,833
Self check-out units	41
Self check-in units	14
Most concurrent patrons using the wireless network	715

Programs

Type	# of Events	# of Participants
Outreach (tours, workshops, etc.)	1,856	112,122
Programs for young children	2,531	77,643
Programs for school age children	544	14,705
Programs for teens	320	5,596
Programs for adults	1,027	11,169
Programs for all ages	546	32,664
Total	6,824	253,899

Summer Reading Program

Participants (based on age)	Total
Youth (ages 0 - 10 yrs)	16,062
Teen (ages 11 - 17 yrs)	4,439
Adult (ages 18 and older)	6,879
Total	27,380
Completers	Total
Babies (ages 0 - 10 yrs)	8,356
Teen (ages 11 - 17 yrs)	2,105
Adult (ages 18 and older)	2,413
Total	12,874

Volunteers

Number of Volunteers	TOTAL
Teens (Summer Reading Program)	347
Volunteer Hours	TOTAL
Teens (Summer Reading Program)	4,252

2016 Statistical Information (cont'd)

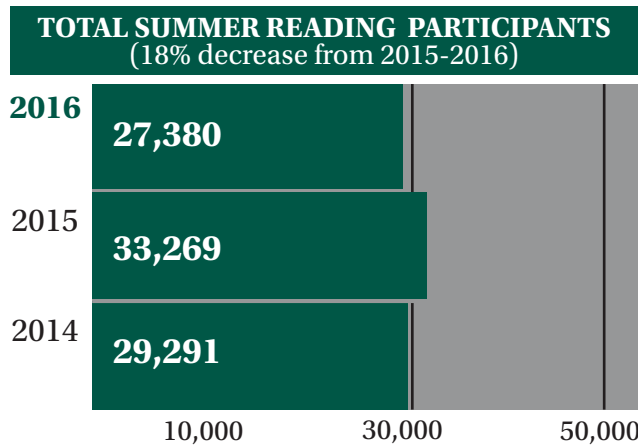
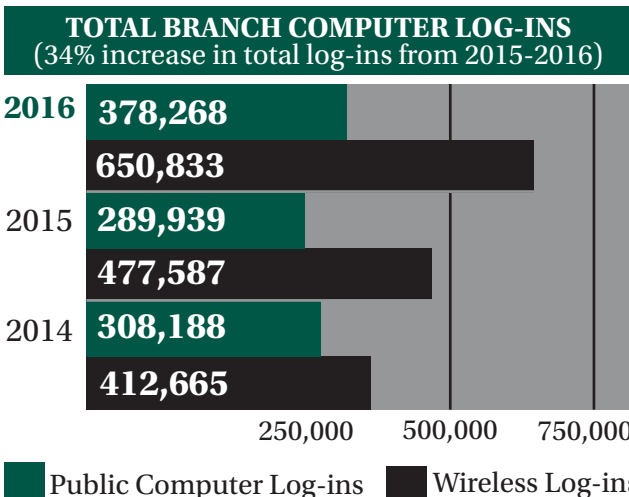
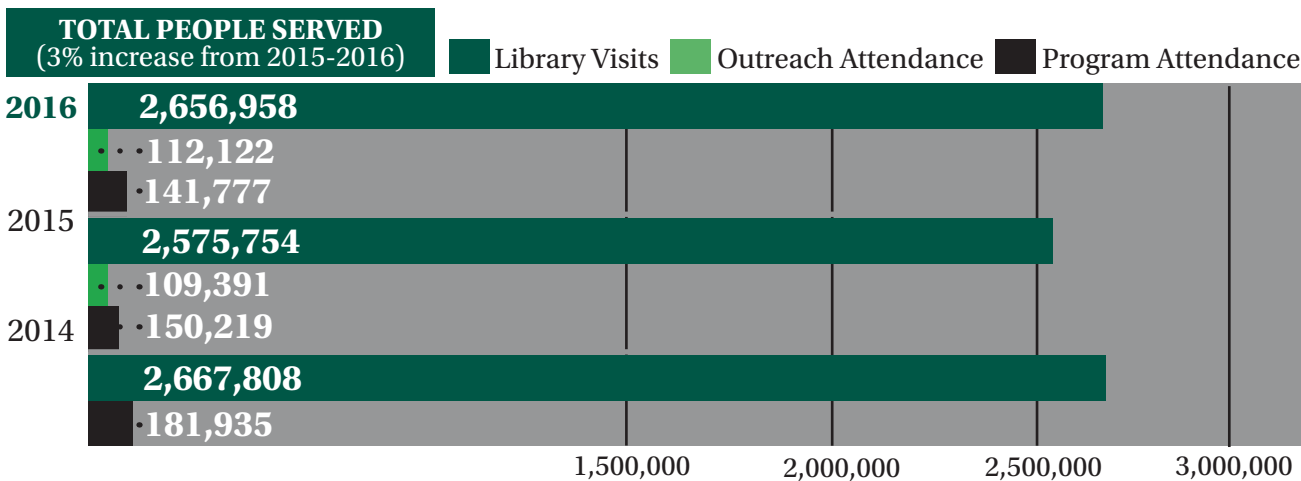
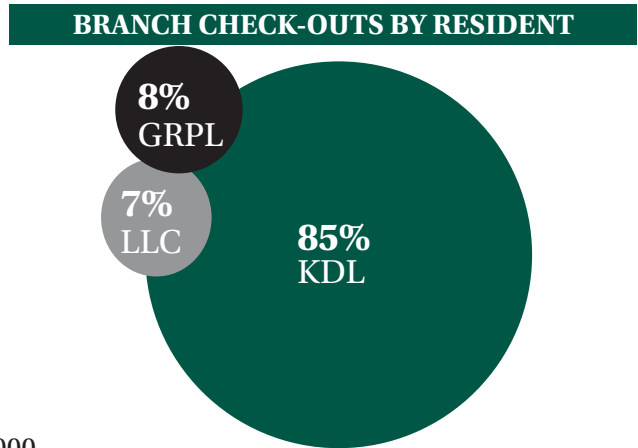
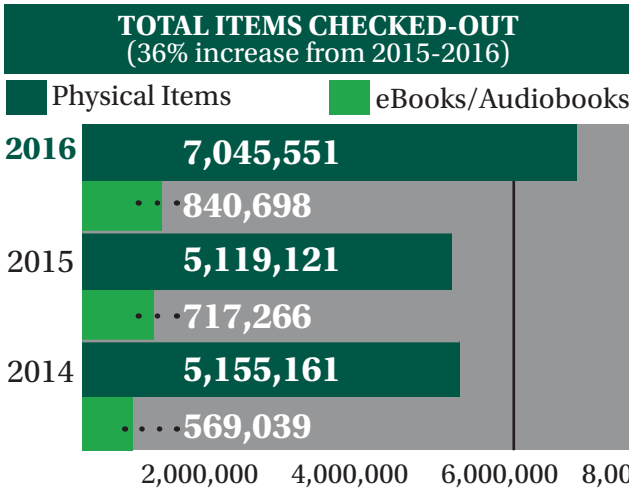
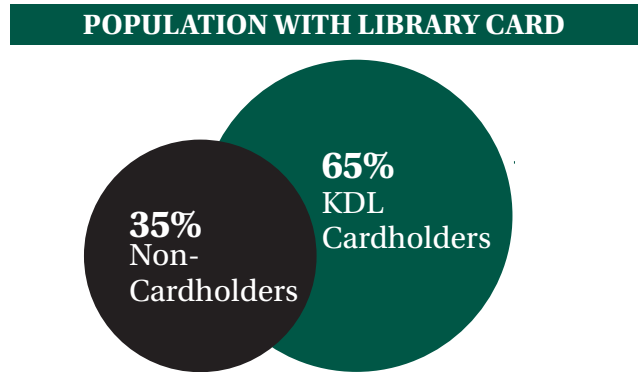
Website	
Visits (includes mobile website visits)	3,509,166
Average visits per day	9,588
Visits to KDL's eBook/eAudiobook site	1,909,021
Visits to What's Next?: Books in Series site	778,160
Visits to KDL databases	50,746
Ask KDL questions answered	455
Personalized Picks lists created	148
KDL Blog Posts	160
KDL Blog Comments	323

Annual Counts	
Library visits	2,656,958
Outreach Attendance	112,122
Population of service area (2010 U.S. Census)	395,660
Cardholders (library registrations)	258,338
Information requests/computer assistance	760,160
Total annual open hours	49,890
Total weekly public service hours	996

Per Capita Measures	
Circulation per capita	15.71
Circulation per registered borrower	25.87
Collection turnover rate (i.e., circulation/collection)	6.1
Expenditure per capita	\$52.67
Express check-out as a percentage of total customer check-out	83.6%
Holdings per capita	2.57
Program attendance per capita	.64
Public internet use per capita (PC & wireless log-ins)	.38
Reference transactions per capita	2.02
Registration as a percentage of population	60.73%
Visits per capita	
In person	7.09
Virtual (Website)	7.69

Systemwide Overview | 2016 Statistical Information

KENT DISTRICT LIBRARY FACTS	
Library Director	Lance Werner
Population of Service Area	395,660
Physical Collection Size	923,521
Digital Collection Size	102,059
Public Computers	315
Staff	212 FTEs
Open Hours	996 hrs/wk

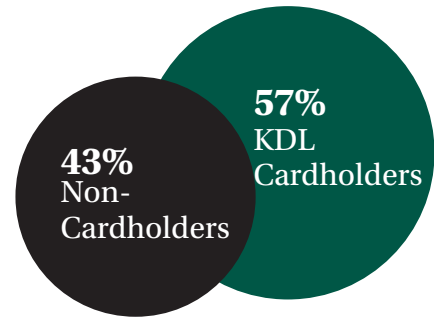


Alpine Twp. Branch | 2016 Statistical Information

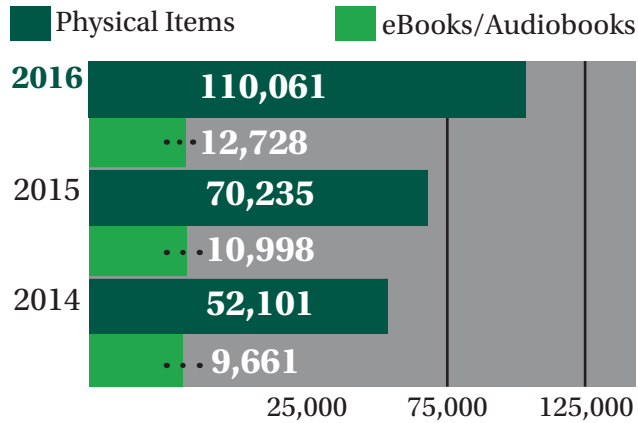
BRANCH FACTS

Branch Manager	Shaunna Martz
Population of Service Area	13,336
Building Size	4,862 square feet
Public Computers	9
Staff	3 FTEs
Open Hours	40 hrs/wk

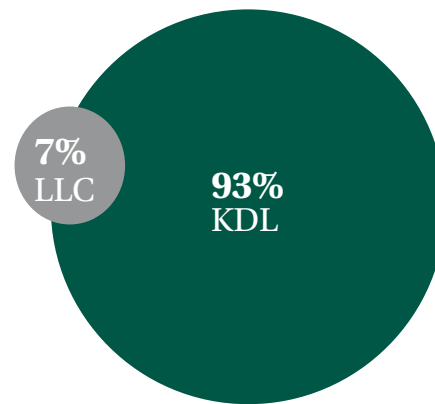
POPULATION WITH LIBRARY CARD



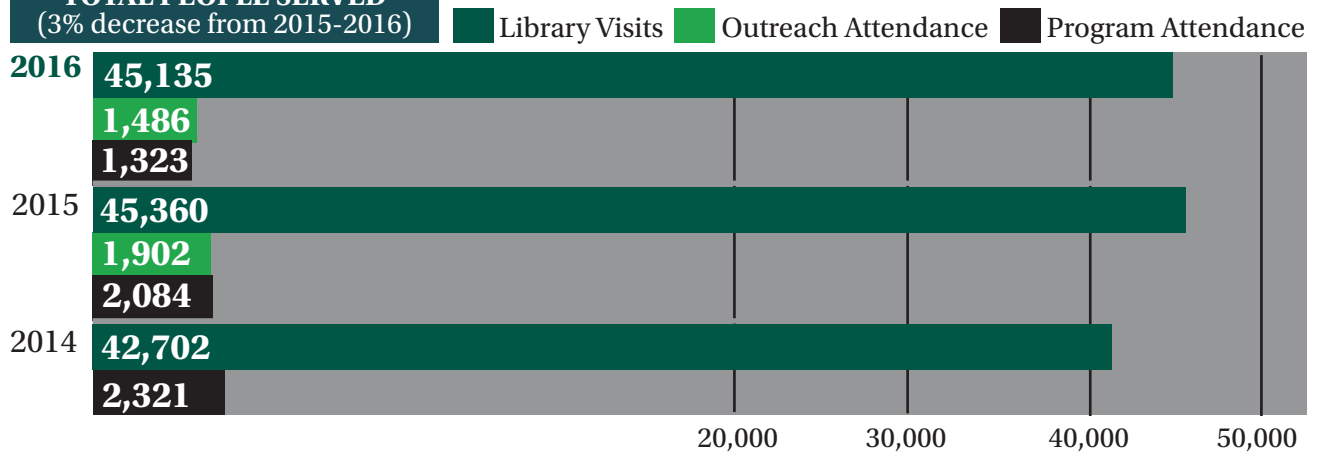
TOTAL ITEMS CHECKED-OUT (74% increase from 2015-2016)



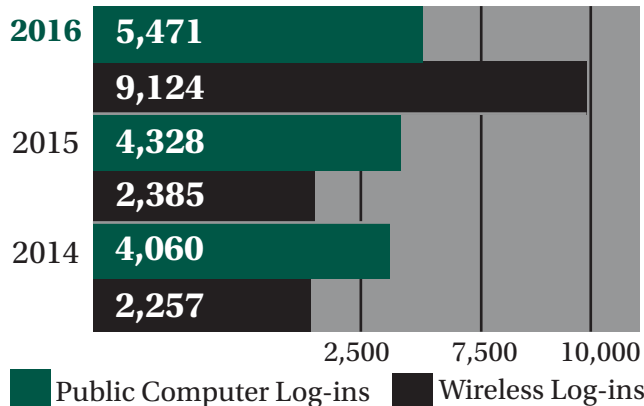
BRANCH CHECK-OUTS BY RESIDENT



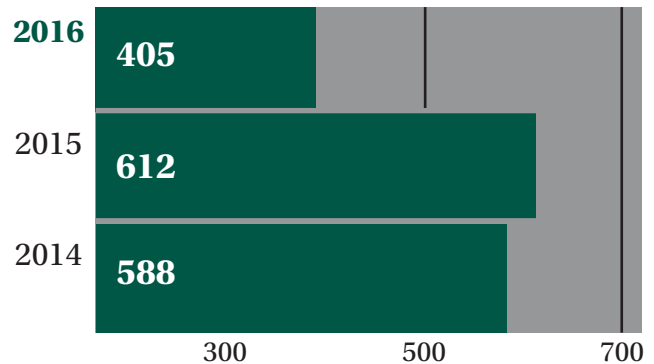
TOTAL PEOPLE SERVED (3% decrease from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (117% increase in total log-ins from 2015-2016)

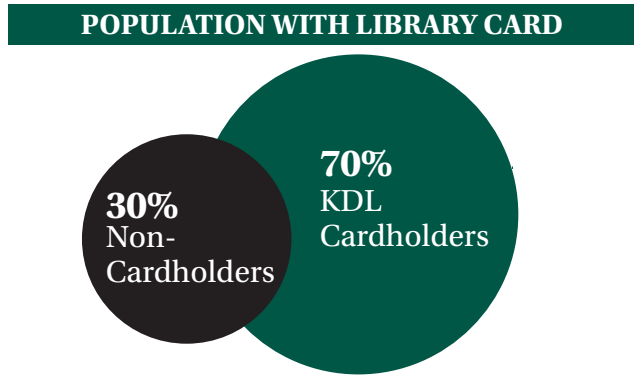


TOTAL SUMMER READING PARTICIPANTS (34% decrease from 2015-2016)

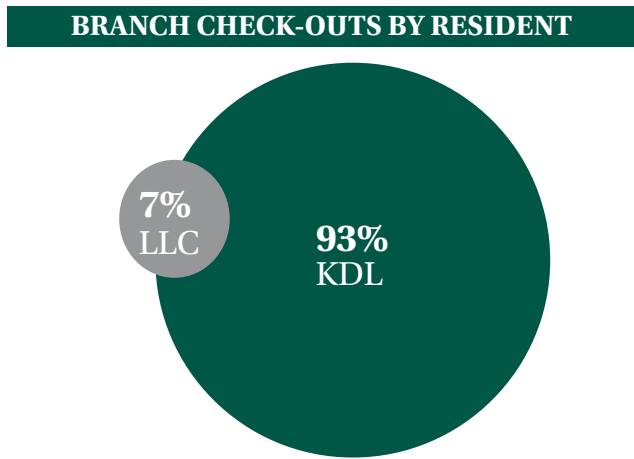
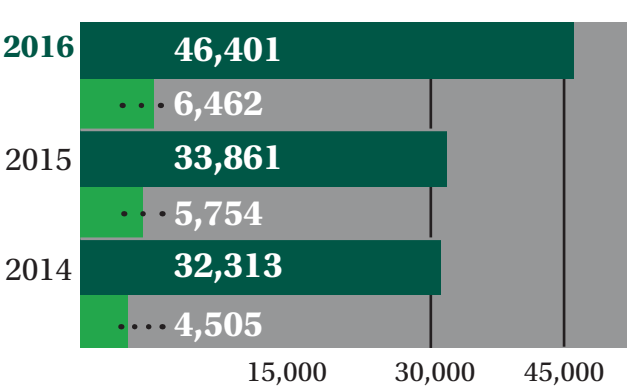


Alto Branch | 2016 Statistical Information

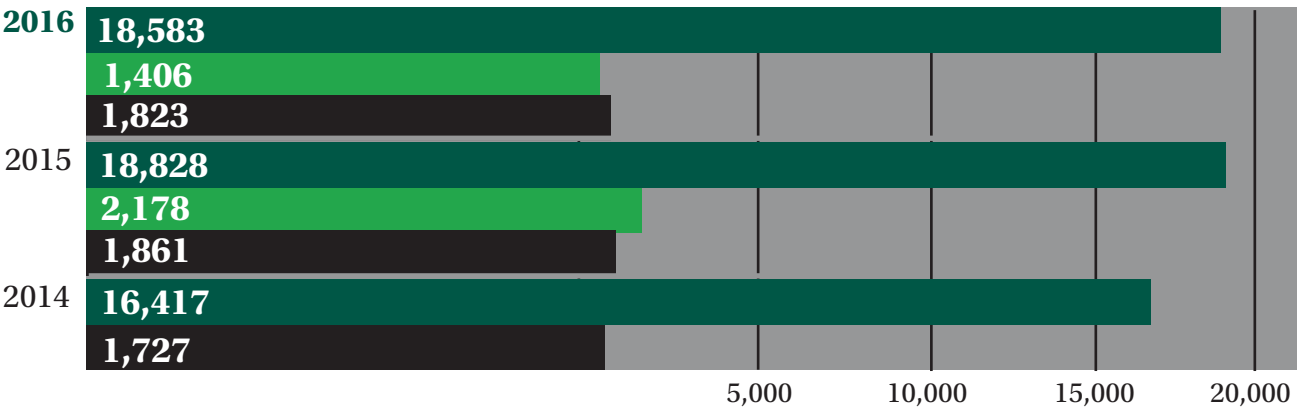
BRANCH FACTS	
Branch Manager	Sandy Graham
Population of Service Area	2,793
Building Size	5,795 square feet
Public Computers	5
Staff	2.75 FTEs
Open Hours	37.5 hrs/wk



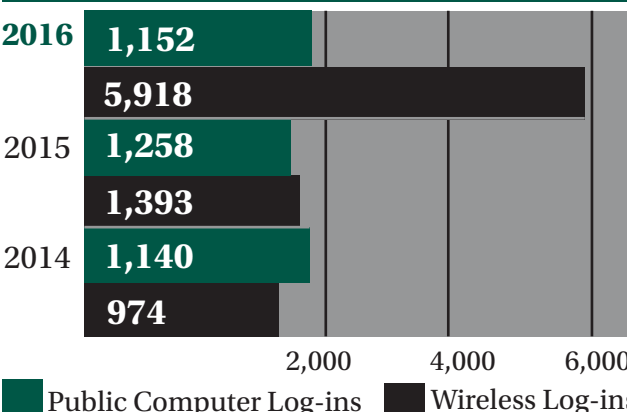
TOTAL ITEMS CHECKED-OUT (33% increase from 2015-2016)



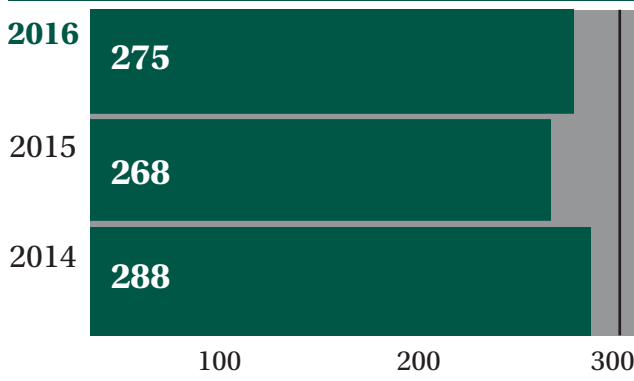
TOTAL PEOPLE SERVED (5% decrease from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (167% increase in total log-ins from 2015-2016)



TOTAL SUMMER READING PARTICIPANTS (3% increase from 2015-2016)

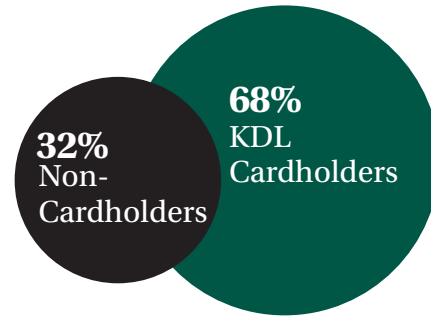


Byron Twp. Branch | 2016 Statistical Information

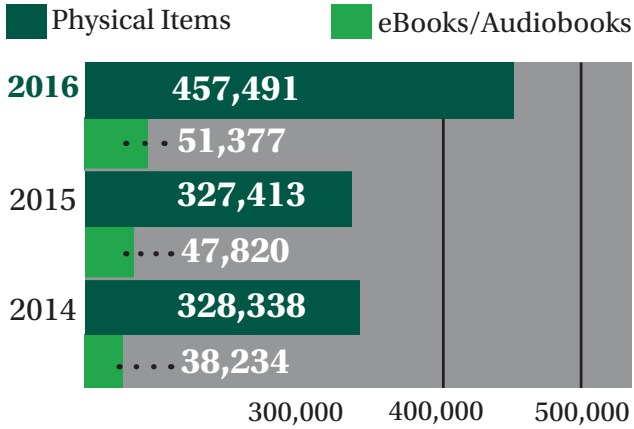
BRANCH FACTS

Branch Manager	Eric DeHaan
Population of Service Area	20,317
Building Size	13,600 square feet
Public Computers	11
Staff	7.95 FTEs
Open Hours	54.5 hrs/wk

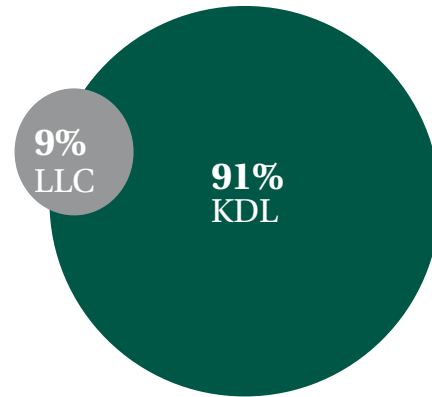
POPULATION WITH LIBRARY CARD



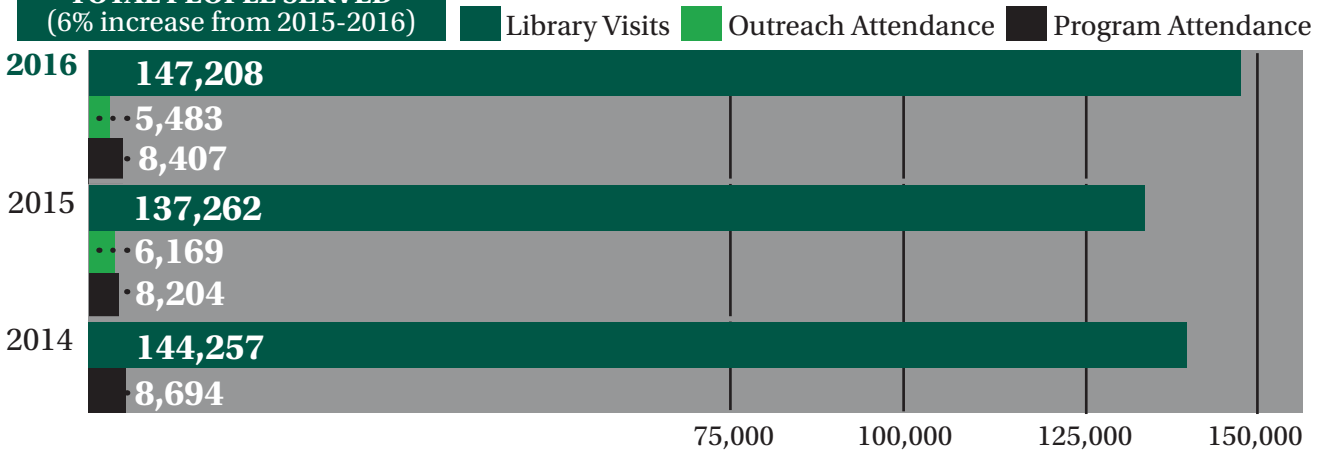
TOTAL ITEMS CHECKED-OUT (36% increase from 2015-2016)



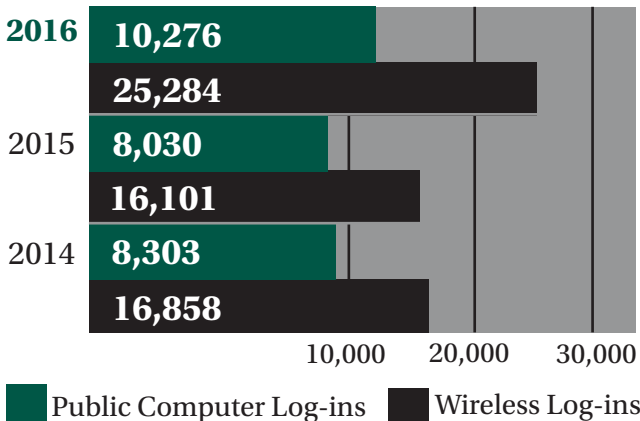
BRANCH CHECK-OUTS BY RESIDENT



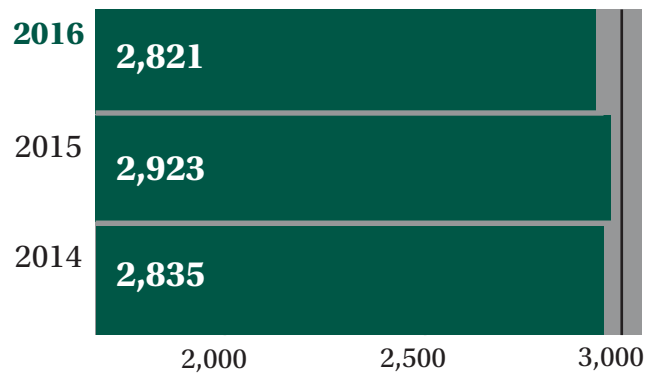
TOTAL PEOPLE SERVED (6% increase from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (47% increase in total log-ins from 2015-2016)

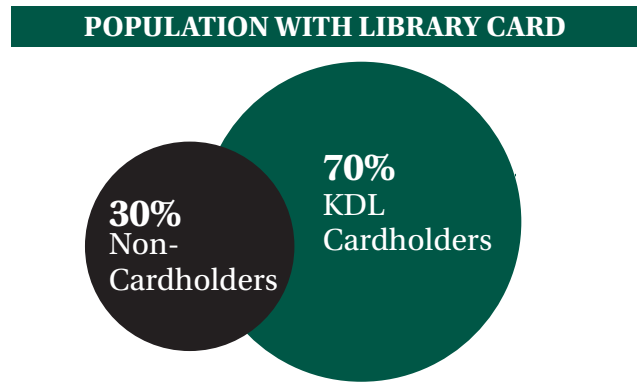


TOTAL SUMMER READING PARTICIPANTS (3% decrease from 2015-2016)



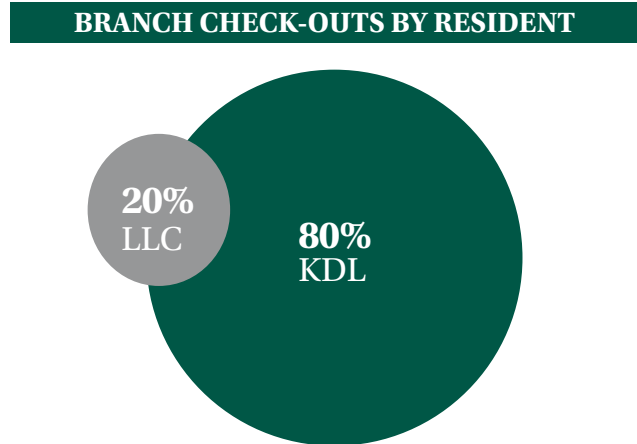
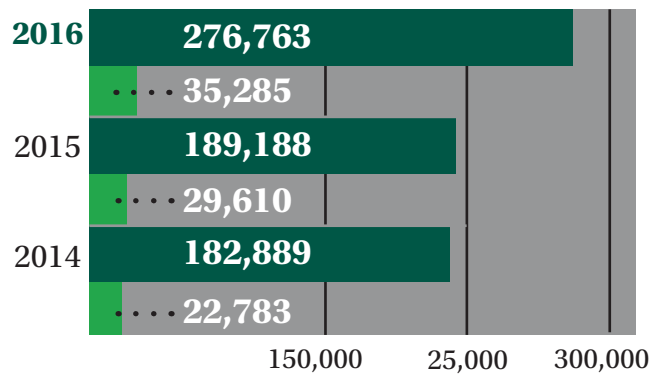
Caledonia Twp. Branch | 2016 Statistical Information

BRANCH FACTS	
Branch Manager	Liz Guarino-Kozlowicz
Population of Service Area	12,294
Building Size	15,464 square feet
Public Computers	18
Staff	6.5 FTEs
Open Hours	49 hrs/wk



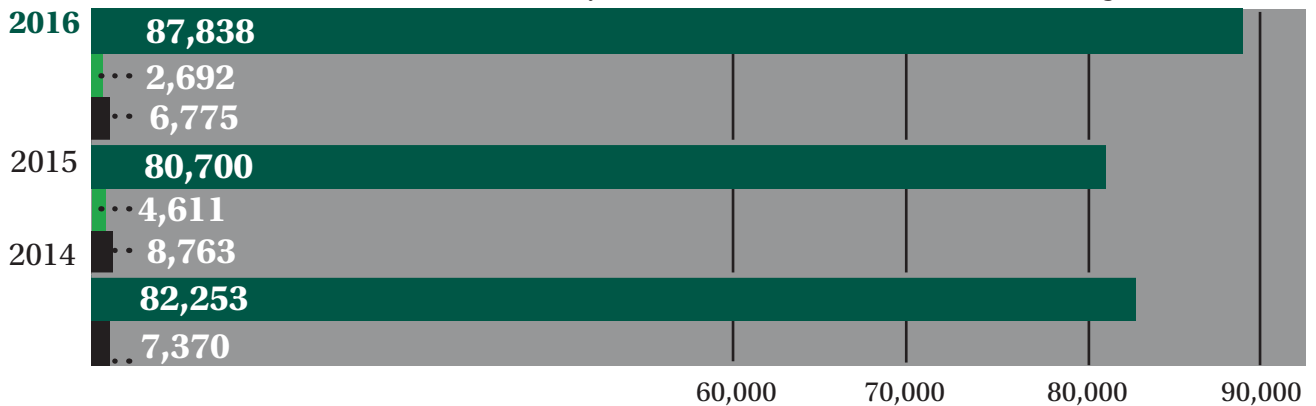
TOTAL ITEMS CHECKED-OUT (43% increase from 2015-2016)

Physical Items eBooks/Audiobooks



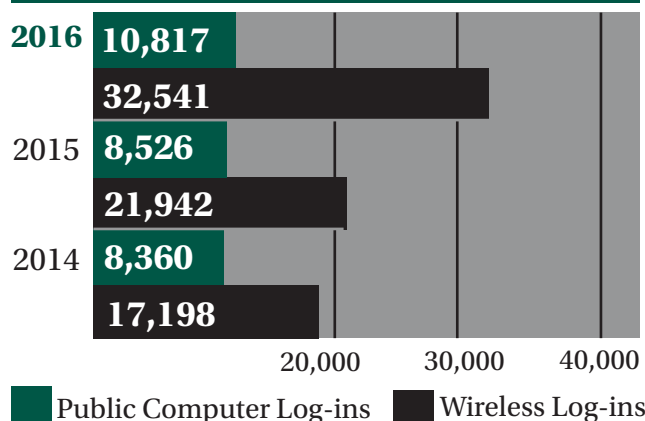
TOTAL PEOPLE SERVED (3% increase from 2015-2016)

Library Visits Outreach Attendance Program Attendance

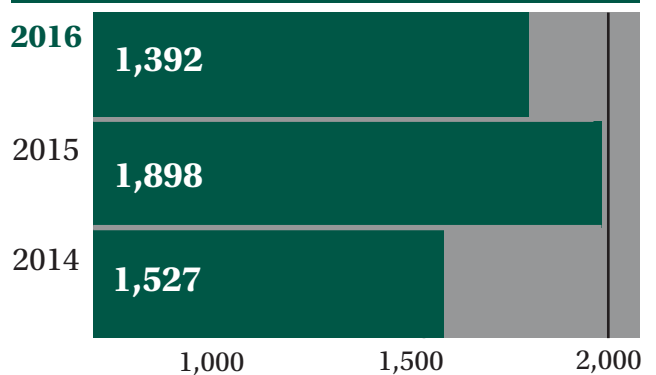


TOTAL BRANCH COMPUTER LOG-INS (42% increase in total log-ins from 2015-2016)

Public Computer Log-ins Wireless Log-ins



TOTAL SUMMER READING PARTICIPANTS (27% decrease from 2015-2016)

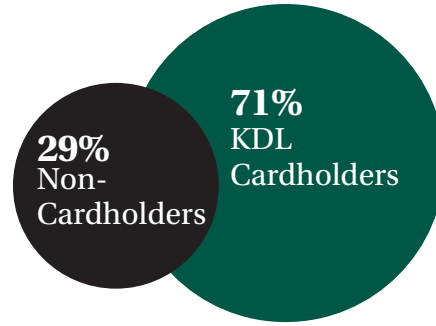


Cascade Twp. Branch | 2016 Statistical Information

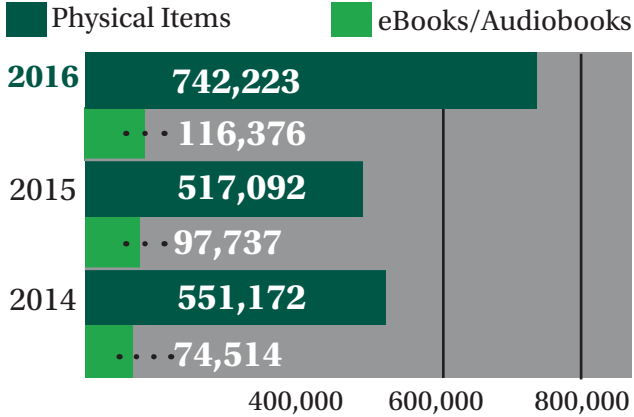
BRANCH FACTS

Branch Manager	Diane Cutler
Population of Service Area	17,134
Building Size	21,913 square feet
Public Computers	22
Staff	15.825 FTEs
Open Hours	62 hrs/wk

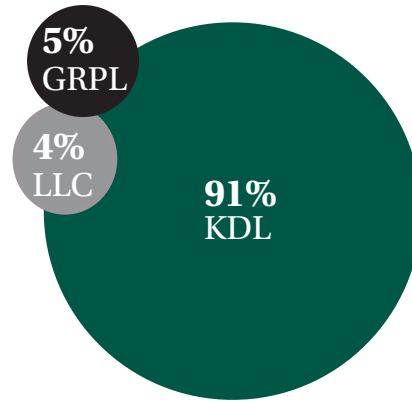
POPULATION WITH LIBRARY CARD



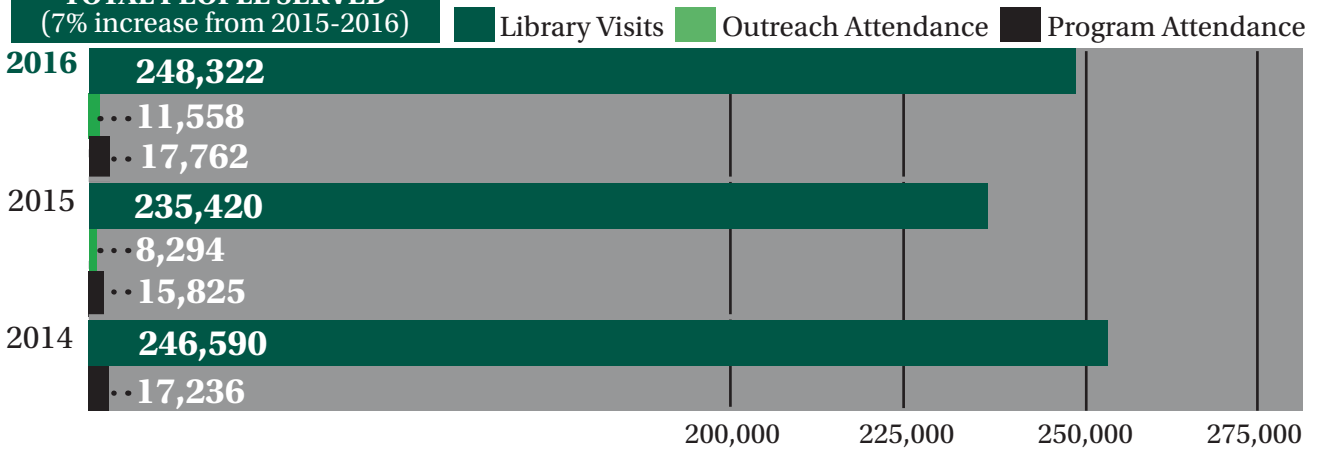
TOTAL ITEMS CHECKED-OUT (40% increase from 2015-2016)



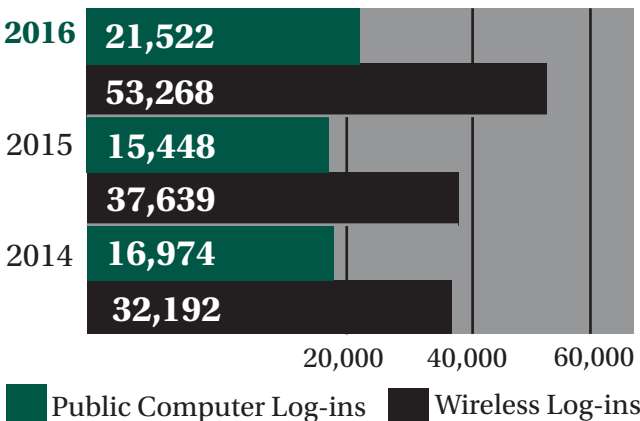
BRANCH CHECK-OUTS BY RESIDENT



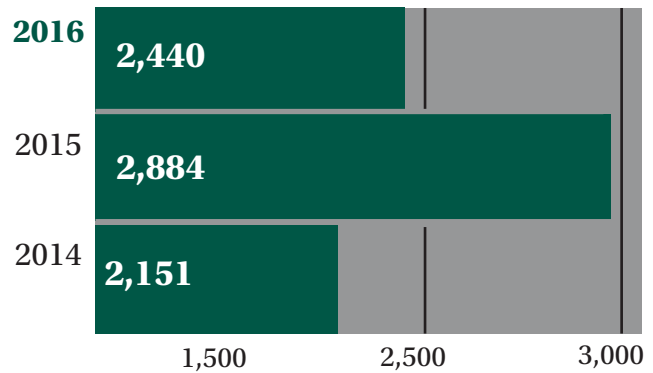
TOTAL PEOPLE SERVED (7% increase from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (41% increase in total log-ins from 2015-2016)



TOTAL SUMMER READING PARTICIPANTS (15% decrease from 2015-2016)

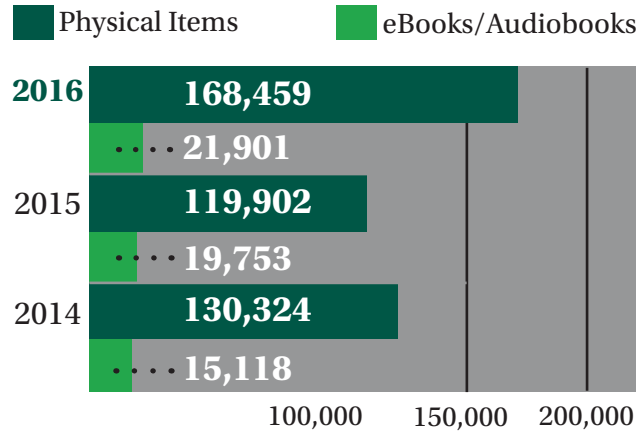


Comstock Park Branch | 2016 Statistical Information

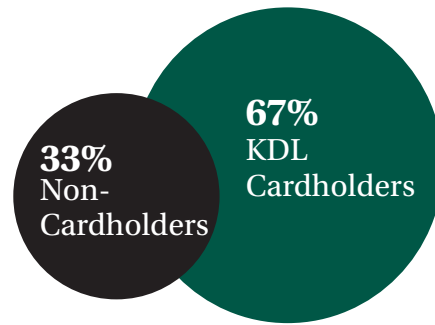
BRANCH FACTS

Branch Manager	Nancy Mulder
Population of Service Area	30,952 (Plainfield Twp.)
Building Size	4,095 square feet
Public Computers	7
Staff	4.675 FTEs
Open Hours	45.5 hrs/wk

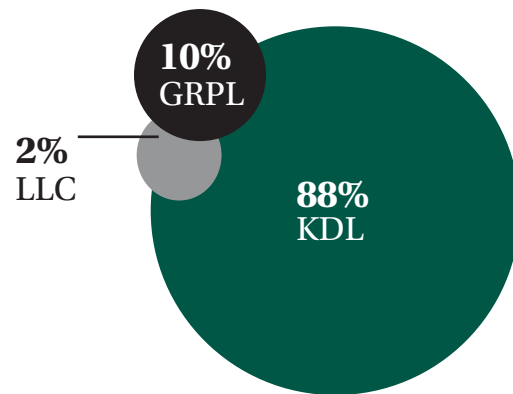
TOTAL ITEMS CHECKED-OUT (36% increase from 2015-2016)



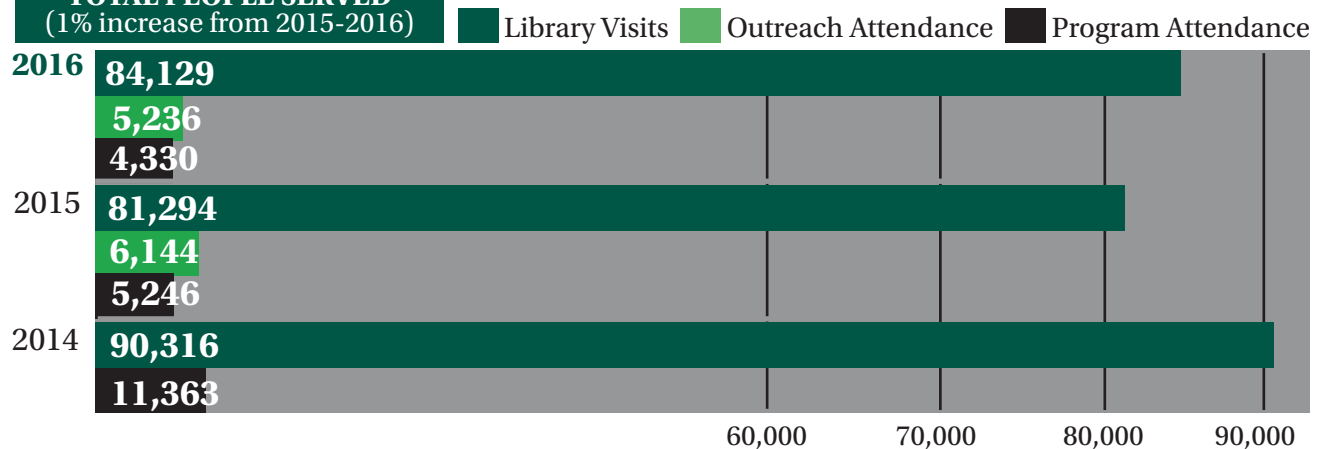
POPULATION WITH LIBRARY CARD



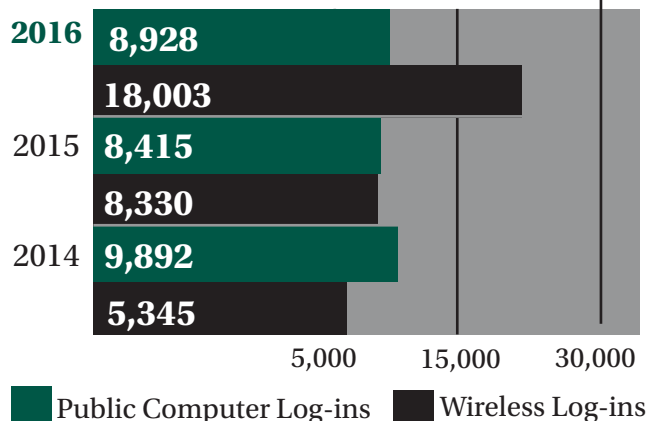
BRANCH CHECK-OUTS BY RESIDENT



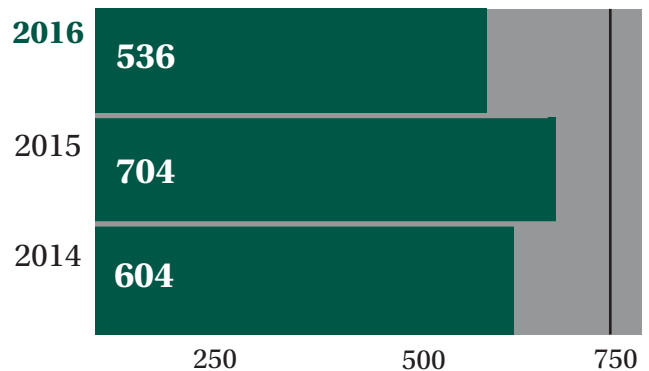
TOTAL PEOPLE SERVED (1% increase from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (61% increase in total log-ins from 2015-2016)



TOTAL SUMMER READING PARTICIPANTS (24% decrease from 2015-2016)

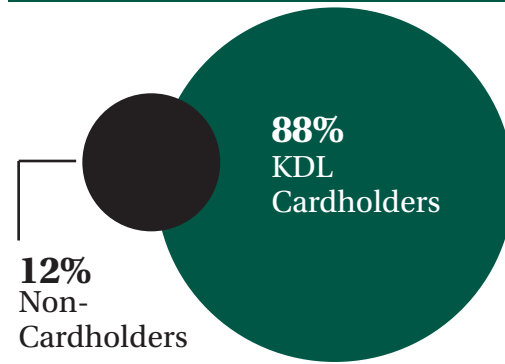


East Grand Rapids Branch | 2016 Statistical Information

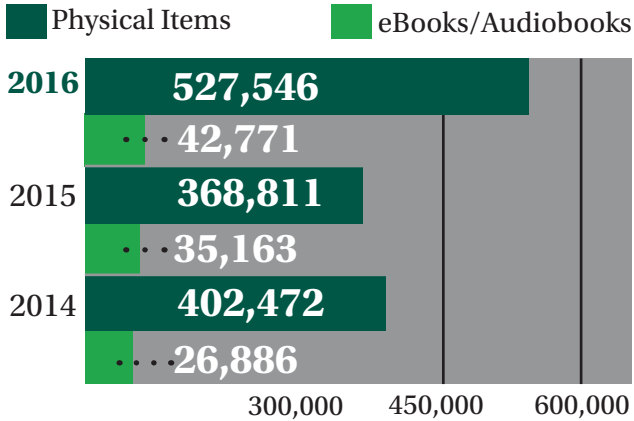
BRANCH FACTS

Branch Manager	Dawn Lewis
Population of Service Area	10,694
Building Size	26,950 square feet
Public Computers	21
Staff	13.65 FTEs
Open Hours	62 hrs/wk

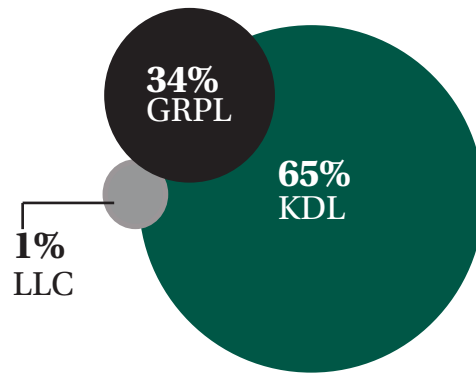
POPULATION WITH LIBRARY CARD



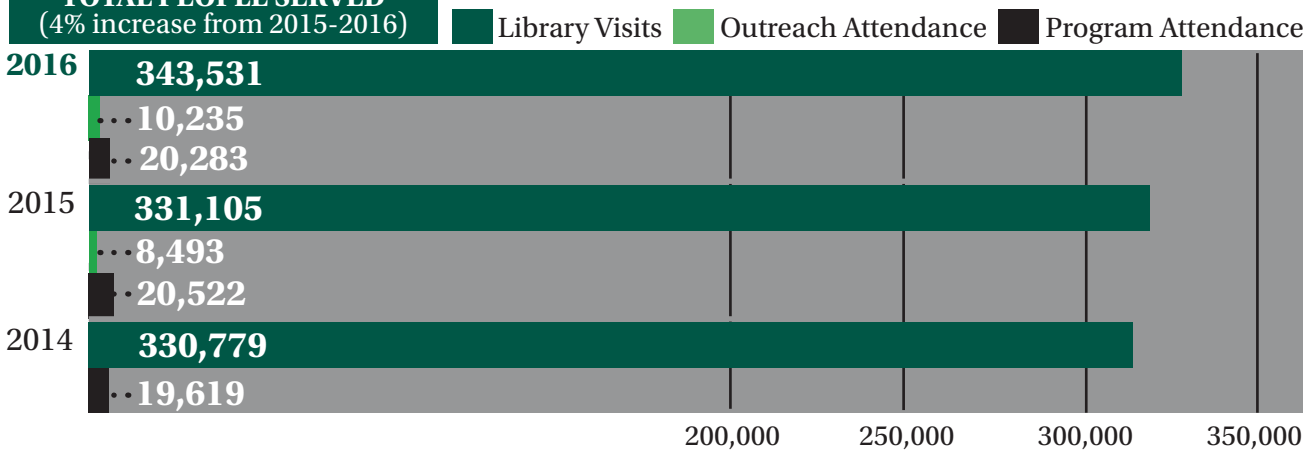
TOTAL ITEMS CHECKED-OUT (41% increase from 2015-2016)



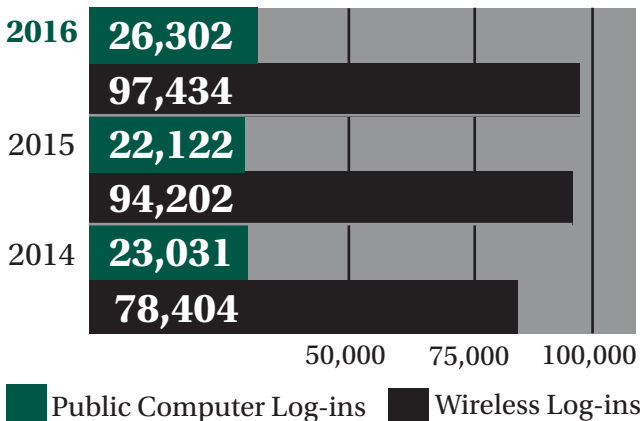
BRANCH CHECK-OUTS BY RESIDENT



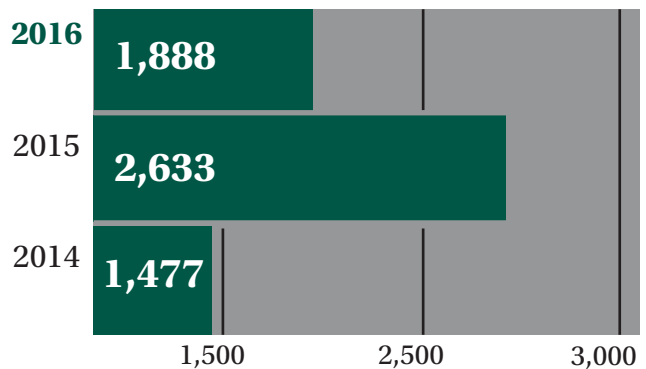
TOTAL PEOPLE SERVED (4% increase from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (6% increase in total log-ins from 2015-2016)

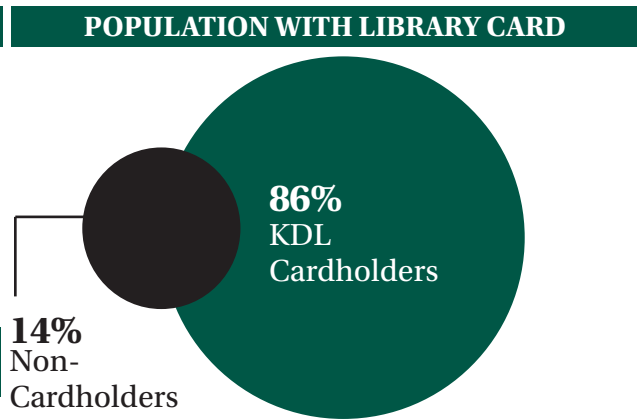


TOTAL SUMMER READING PARTICIPANTS (28% decrease from 2015-2016)

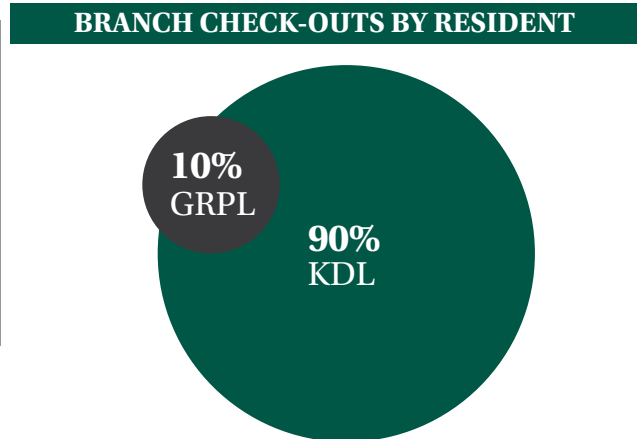
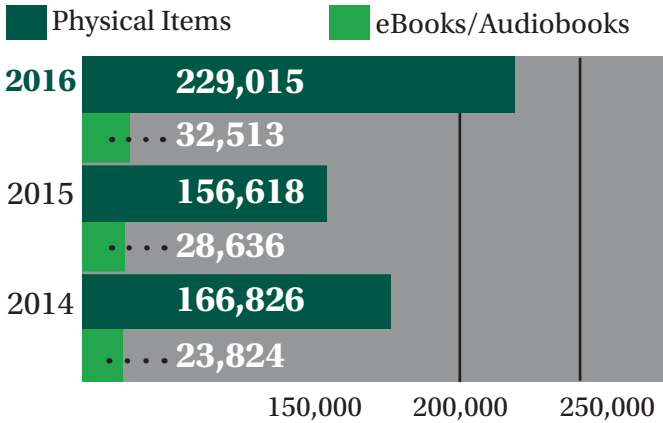


Englehardt Branch | 2016 Statistical Information

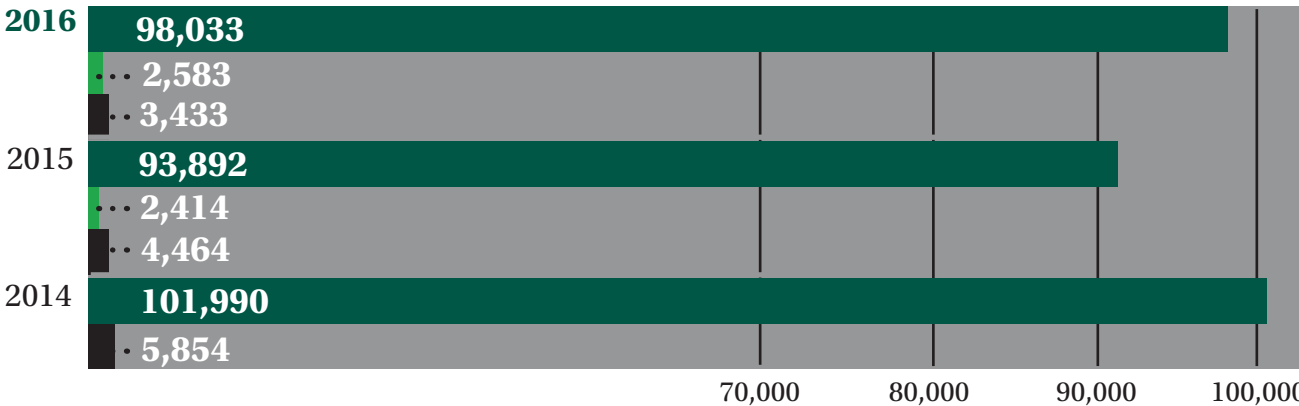
BRANCH FACTS	
Branch Manager (Jul-Dec)	Heather Wood-Gramza
Population of Service Area	3,783 (City of Lowell)
Building Size	8,771 square feet
Public Computers	13
Staff	5.325 FTEs
Open Hours	46.5 hrs/wk



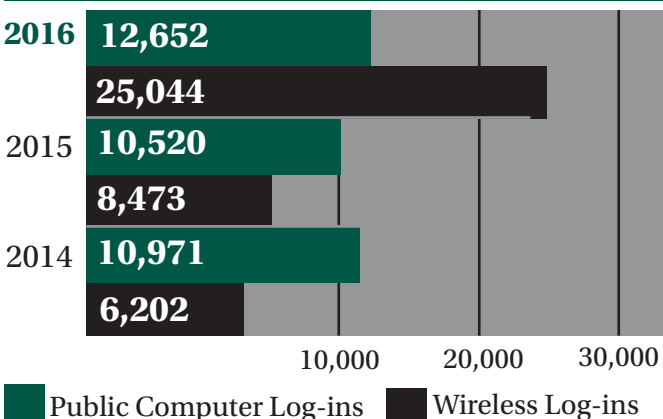
TOTAL ITEMS CHECKED-OUT (41% increase from 2015-2016)



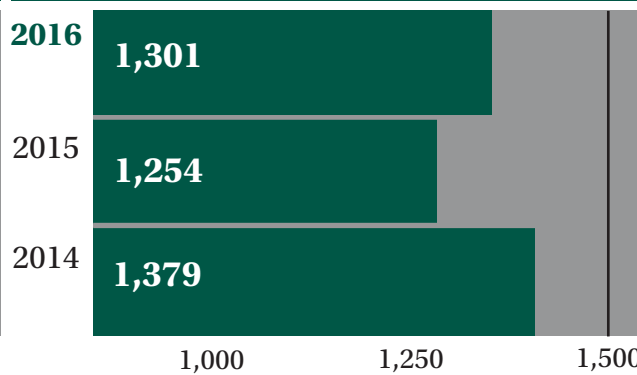
TOTAL PEOPLE SERVED (3% increase from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (98% increase in total log-ins from 2015-2016)



TOTAL SUMMER READING PARTICIPANTS (4% increase from 2015-2016)

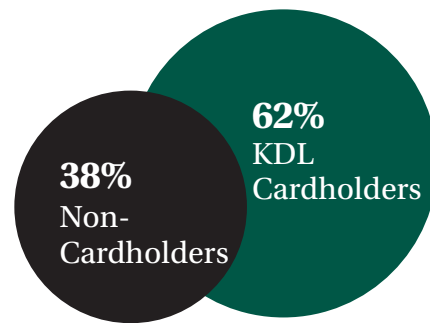


Gaines Twp. Branch | 2016 Statistical Information

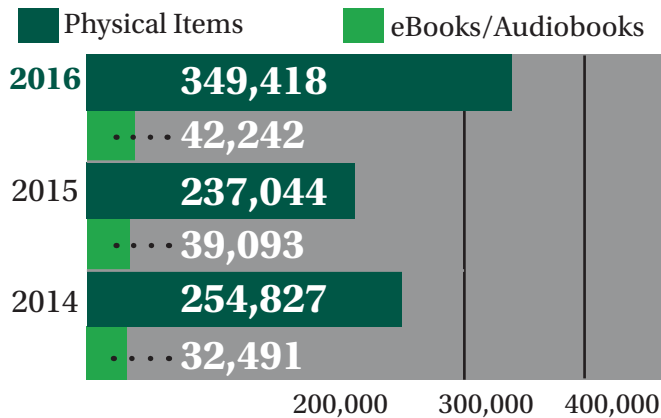
BRANCH FACTS

Branch Manager (Jan-Mar)	Cathy Neis
Branch Manager (Apr - Dec)	Anjie Gleisner
Population of Service Area	25,146
Building Size	10,400 square feet
Public Computers	18
Staff	7.55 FTEs
Open Hours	54 hrs/wk

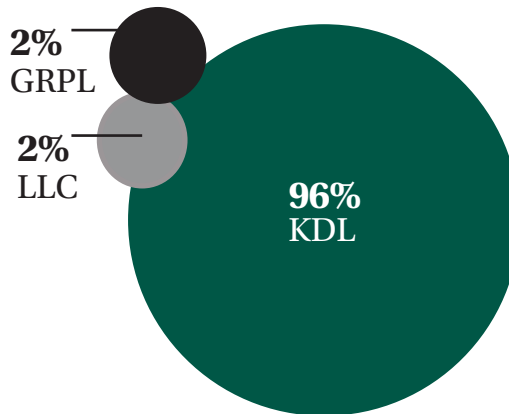
POPULATION WITH LIBRARY CARD



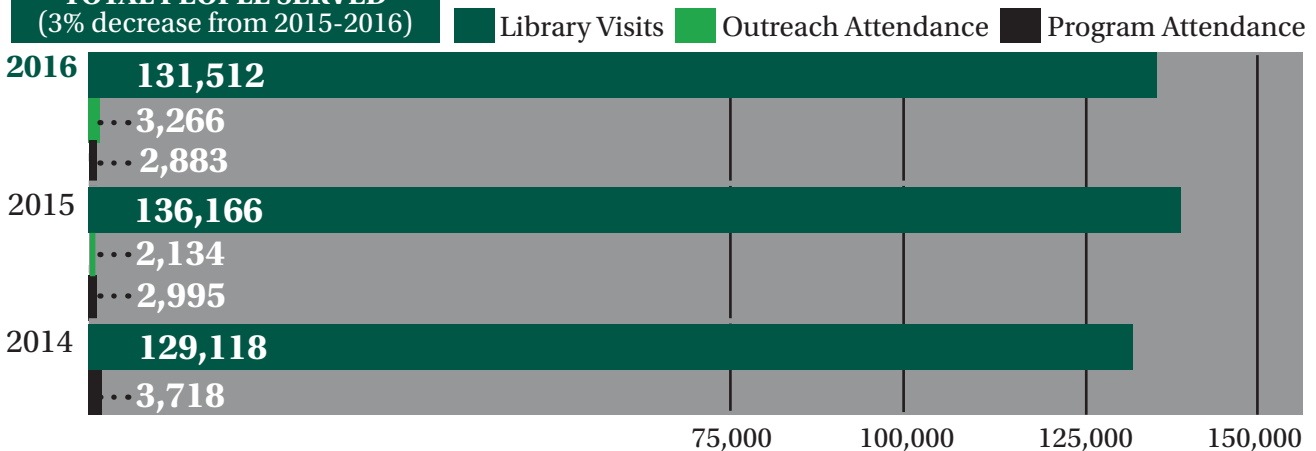
TOTAL ITEMS CHECKED-OUT (42% increase from 2015-2016)



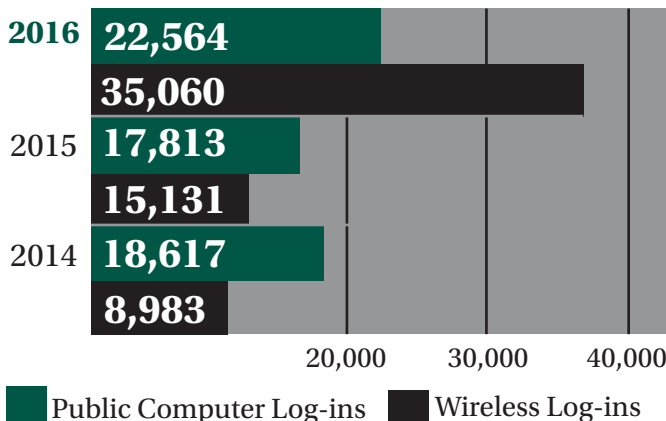
BRANCH CHECK-OUTS BY RESIDENT



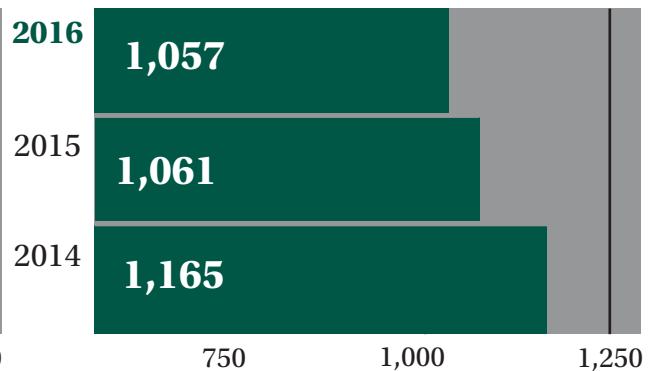
TOTAL PEOPLE SERVED (3% decrease from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (75% increase in total log-ins from 2015-2016)

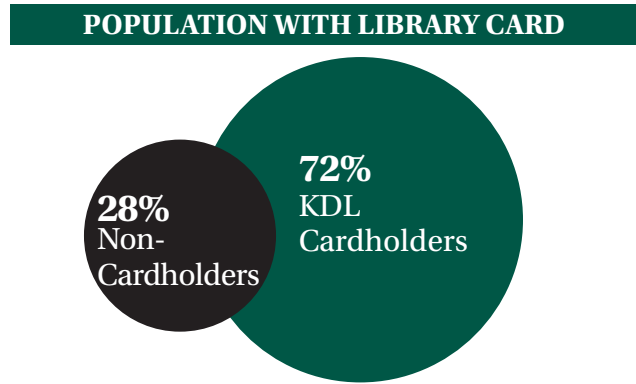


TOTAL SUMMER READING PARTICIPANTS (0% change from 2015-2016)

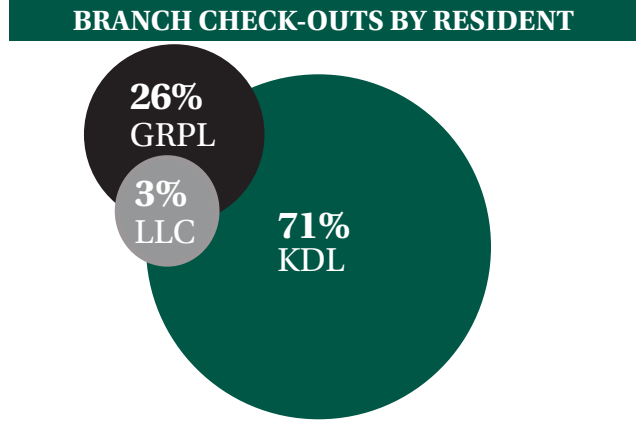
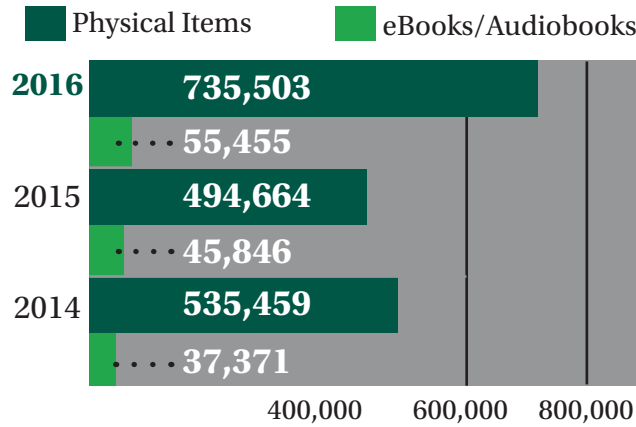


Grandville Branch | 2016 Statistical Information

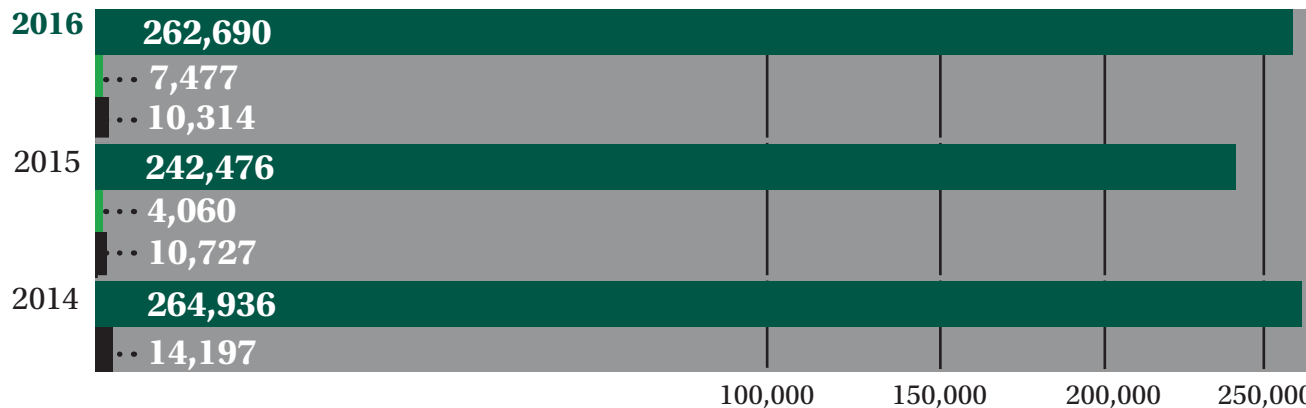
BRANCH FACTS	
Branch Manager	Josh Bernstein
Population of Service Area	15,378
Building Size	18,672 square feet
Public Computers	22
Staff	14.825 FTEs
Open Hours	62 hrs/wk



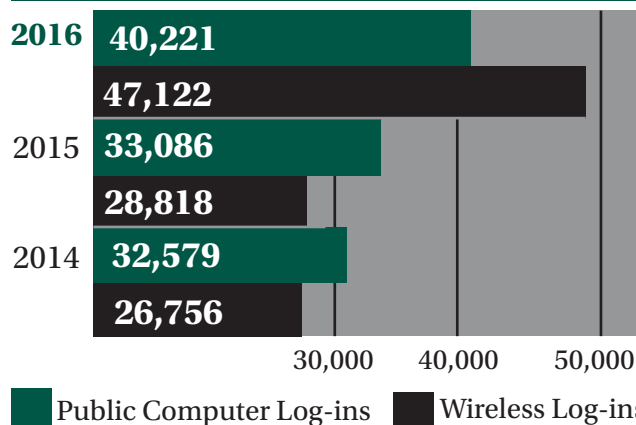
TOTAL ITEMS CHECKED-OUT (46% increase from 2015-2016)



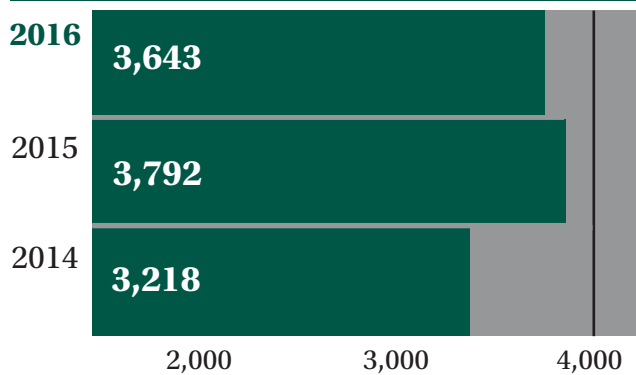
TOTAL PEOPLE SERVED (9% increase from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (41% increase in total log-ins from 2015-2016)



TOTAL SUMMER READING PARTICIPANTS (4% decrease from 2015-2016)

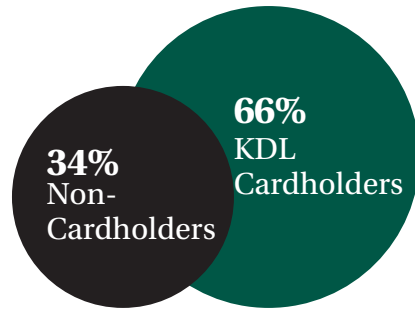


Kentwood (Richard L. Root) Branch | 2016 Statistical Information

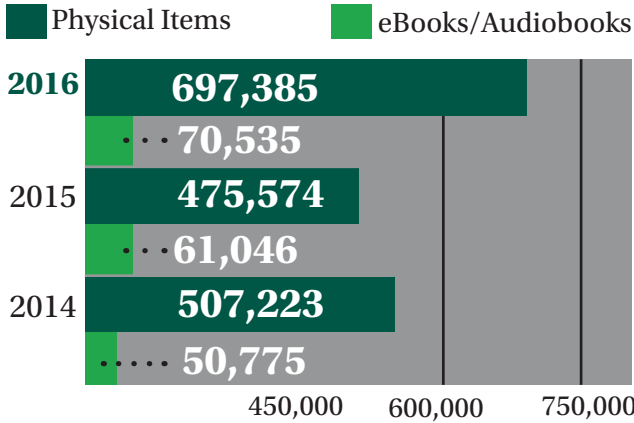
BRANCH FACTS

Branch Manager	Cheryl Cammenga
Population of Service Area	48,707
Building Size	45,489 square feet
Public Computers	45
Staff	15.1 FTEs
Open Hours	62 hrs/wk

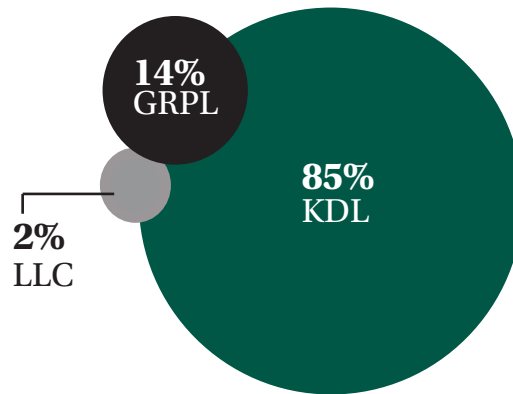
POPULATION WITH LIBRARY CARD



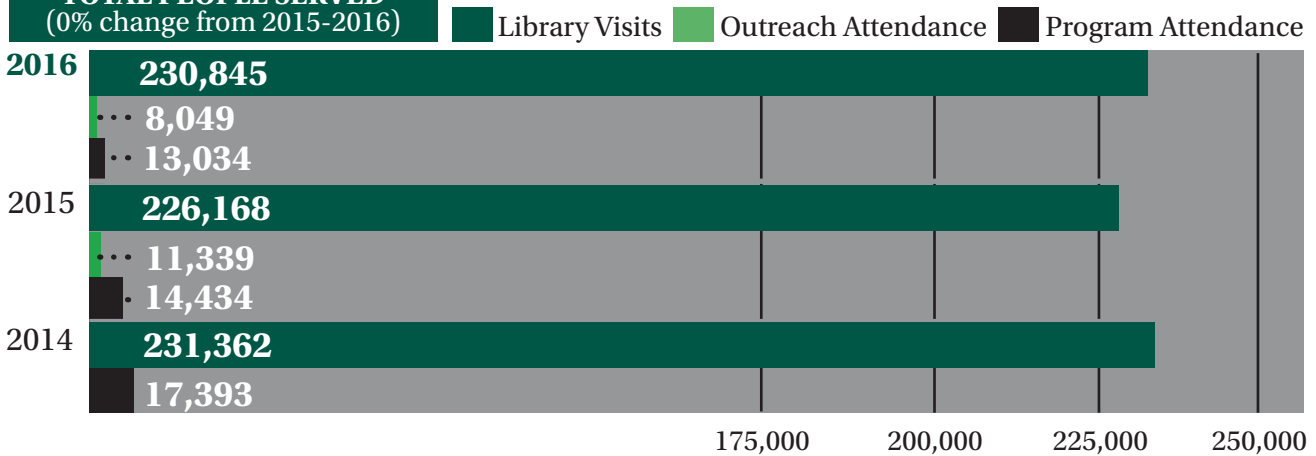
TOTAL ITEMS CHECKED-OUT (43% increase from 2015-2016)



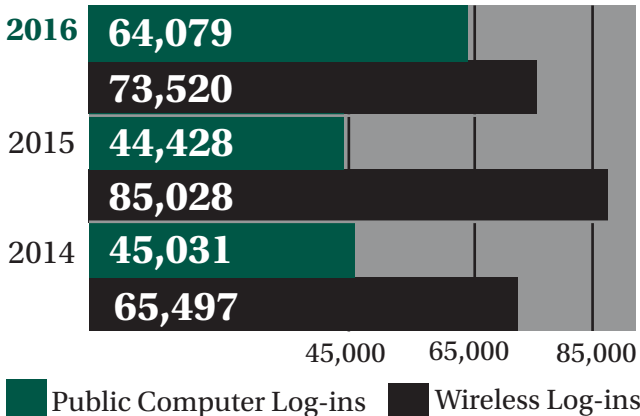
BRANCH CHECK-OUTS BY RESIDENT



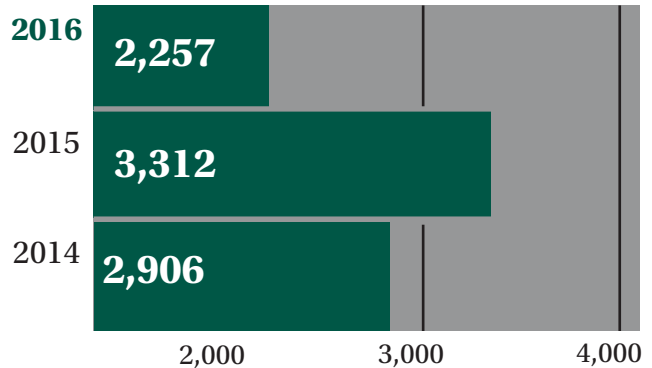
TOTAL PEOPLE SERVED (0% change from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (6% increase in total log-ins from 2015-2016)

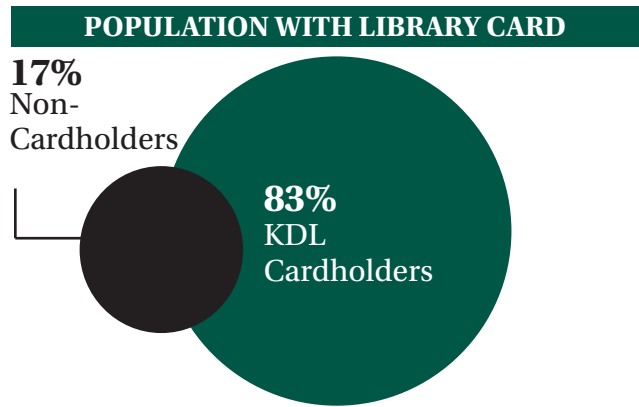


TOTAL SUMMER READING PARTICIPANTS (32% decrease from 2015-2016)

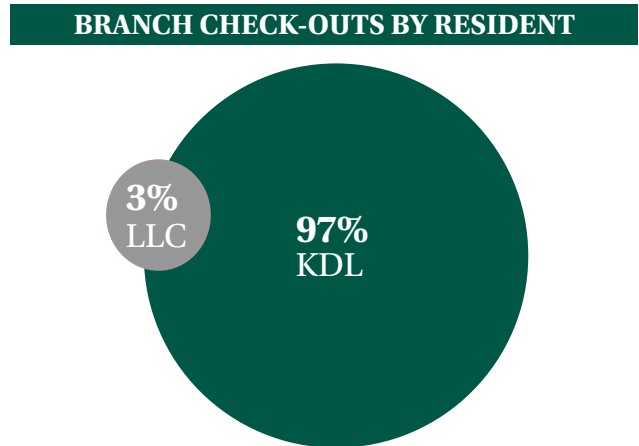
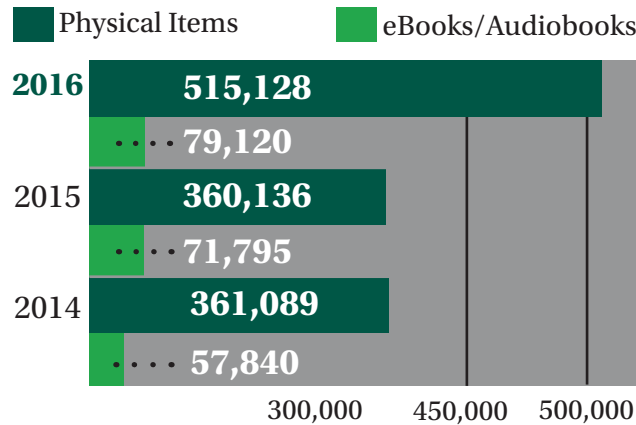


Krause Memorial Branch | 2016 Statistical Information

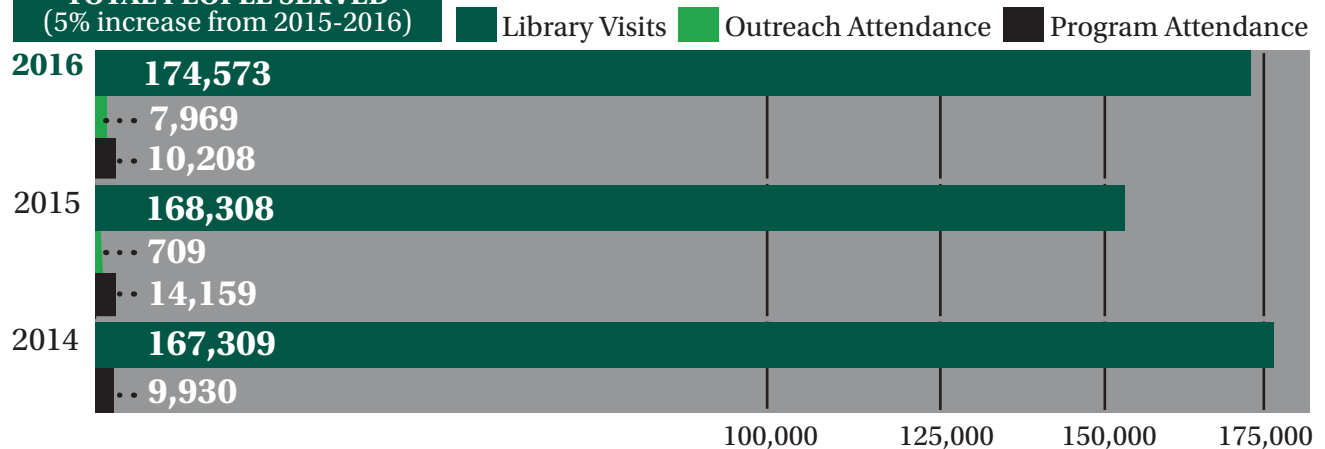
BRANCH FACTS	
Branch Manager	Jennifer German
Population of Service Area	5,719 (City of Rockford)
Building Size	9,500 square feet
Public Computers	12
Staff	8.675 FTEs
Open Hours	54.5 hrs/wk



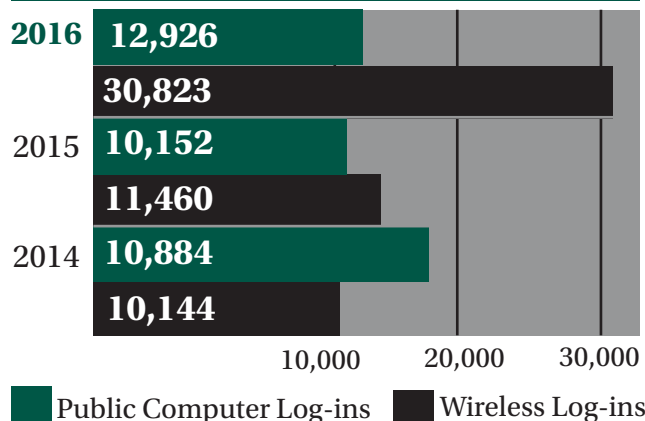
TOTAL ITEMS CHECKED-OUT (38% increase from 2015-2016)



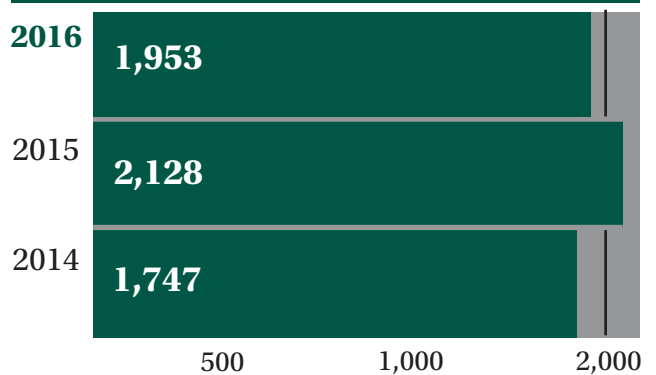
TOTAL PEOPLE SERVED (5% increase from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (102% increase in total log-ins from 2015-2016)



TOTAL SUMMER READING PARTICIPANTS (8% decrease from 2015-2016)

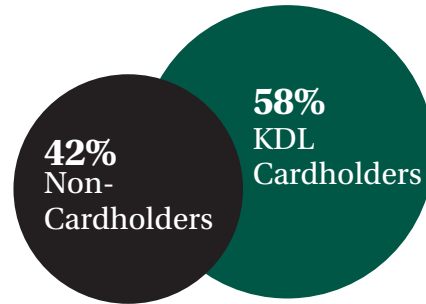


Nelson Twp. / Sand Lake Branch | 2016 Statistical Information

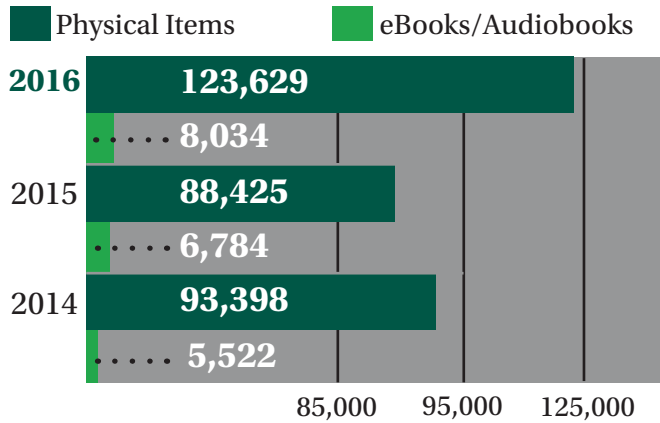
BRANCH FACTS

Branch Manager (Jan-Jun)	Kip Odell [Interim]
Branch Manager (Jul-Dec)	Paula Wright
Population of Service Area	4,764
Building Size	8,736 square feet
Public Computers	14
Staff	4.2 FTEs
Open Hours	42 hrs/wk

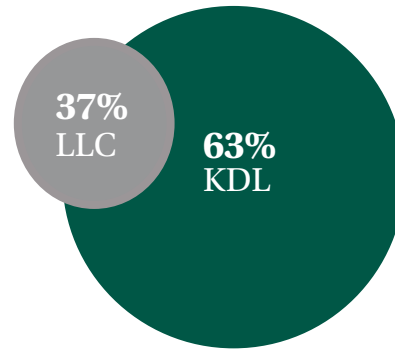
POPULATION WITH LIBRARY CARD



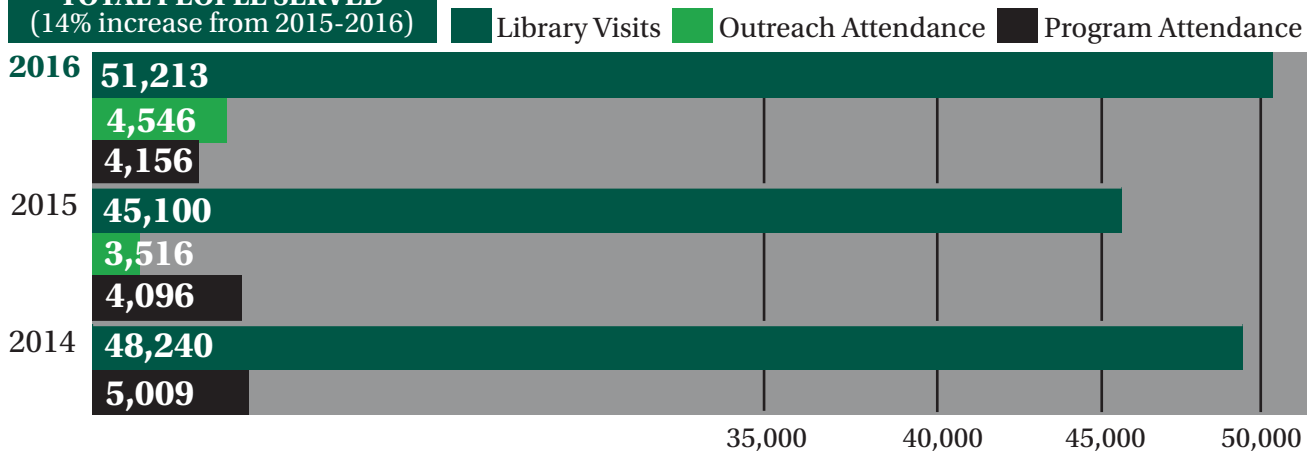
TOTAL ITEMS CHECKED-OUT (38% increase from 2015-2016)



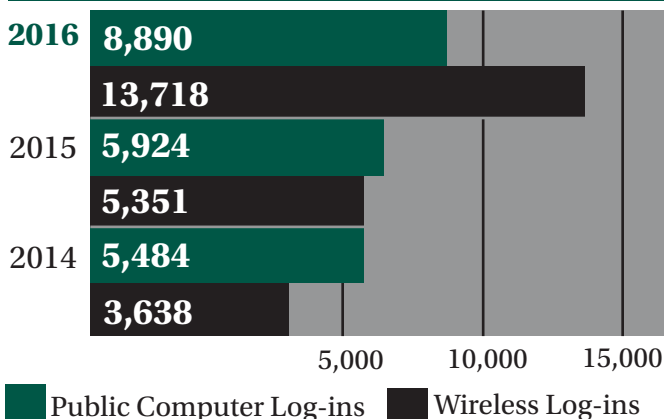
BRANCH CHECK-OUTS BY RESIDENT



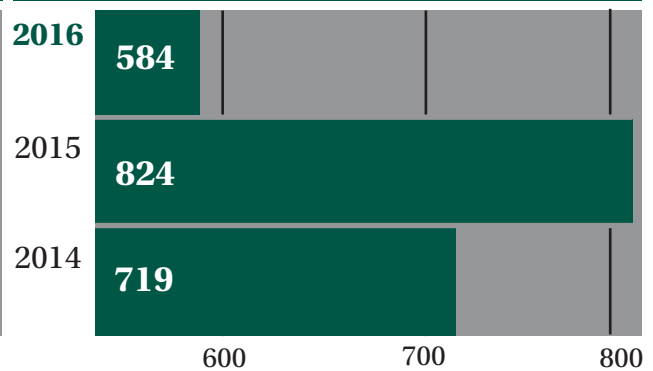
TOTAL PEOPLE SERVED (14% increase from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (101% increase in total log-ins from 2015-2016)

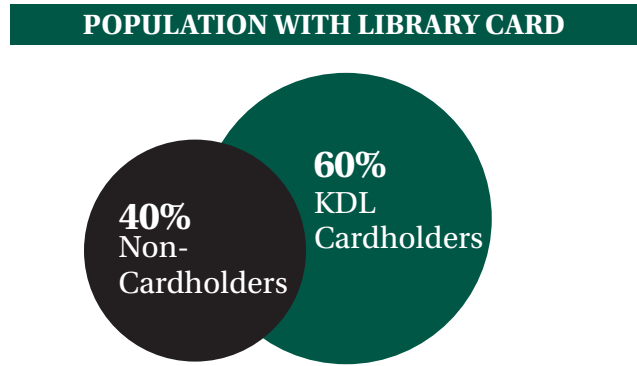


TOTAL SUMMER READING PARTICIPANTS (29% decrease from 2015-2016)

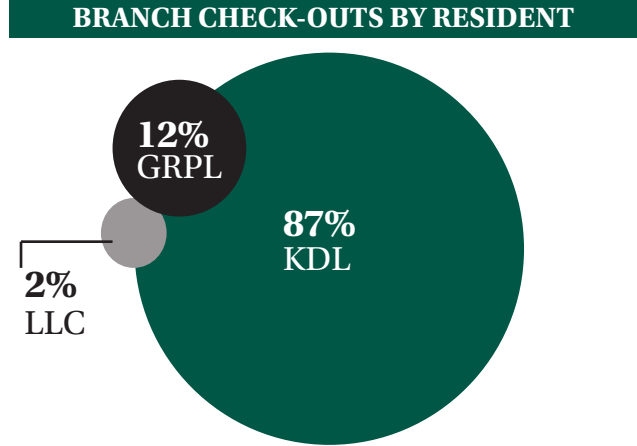
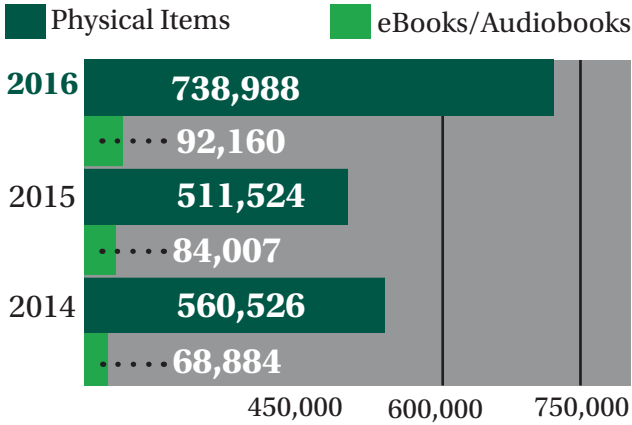


Plainfield Twp. Branch | 2016 Statistical Information

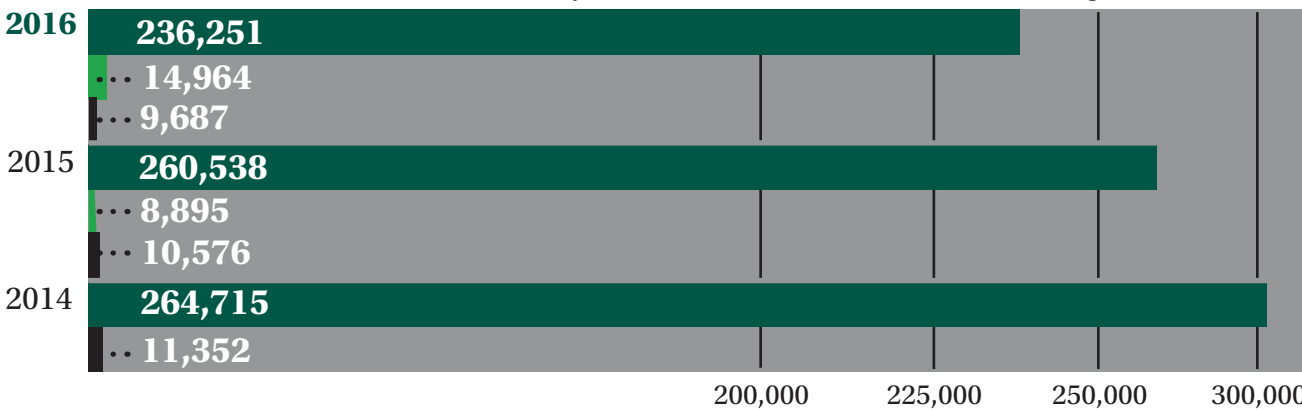
BRANCH FACTS	
Branch Manager	Zandra Blake
Population of Service Area	30,952
Building Size	26,420 square feet
Public Computers	23
Staff	16.05 FTEs
Open Hours	62 hrs/wk



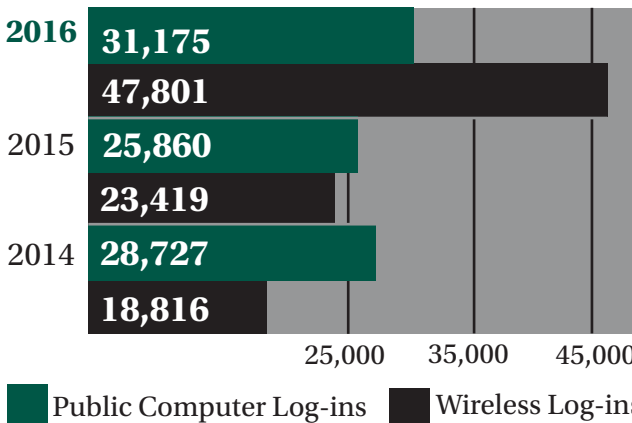
TOTAL ITEMS CHECKED-OUT (40% increase from 2015-2016)



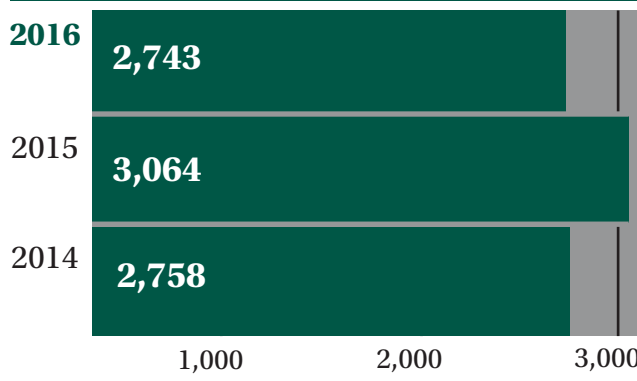
TOTAL PEOPLE SERVED (7% decrease from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (60% increase in total log-ins from 2015-2016)



TOTAL SUMMER READING PARTICIPANTS (10% decrease from 2015-2016)

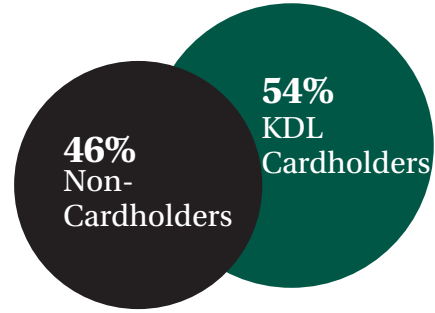


Spencer Twp. Branch | 2016 Statistical Information

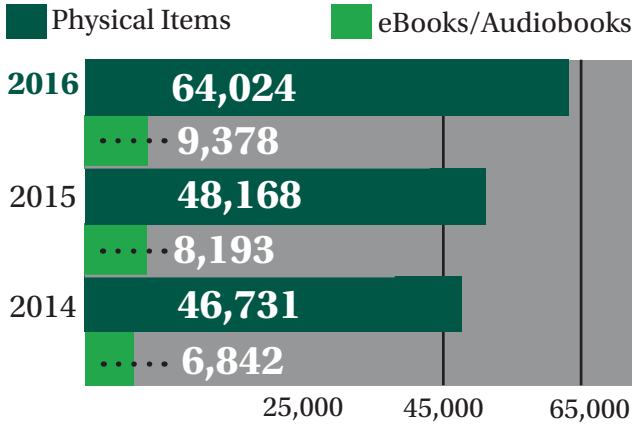
BRANCH FACTS

Branch Manager	Kaitlin Tang
Population of Service Area	3,960
Building Size	2,000 square feet
Public Computers	8
Staff	3.05 FTEs
Open Hours	40 hrs/wk

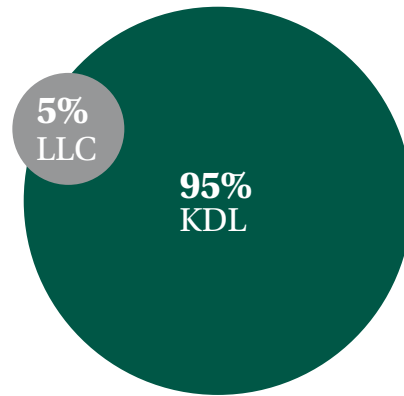
POPULATION WITH LIBRARY CARD



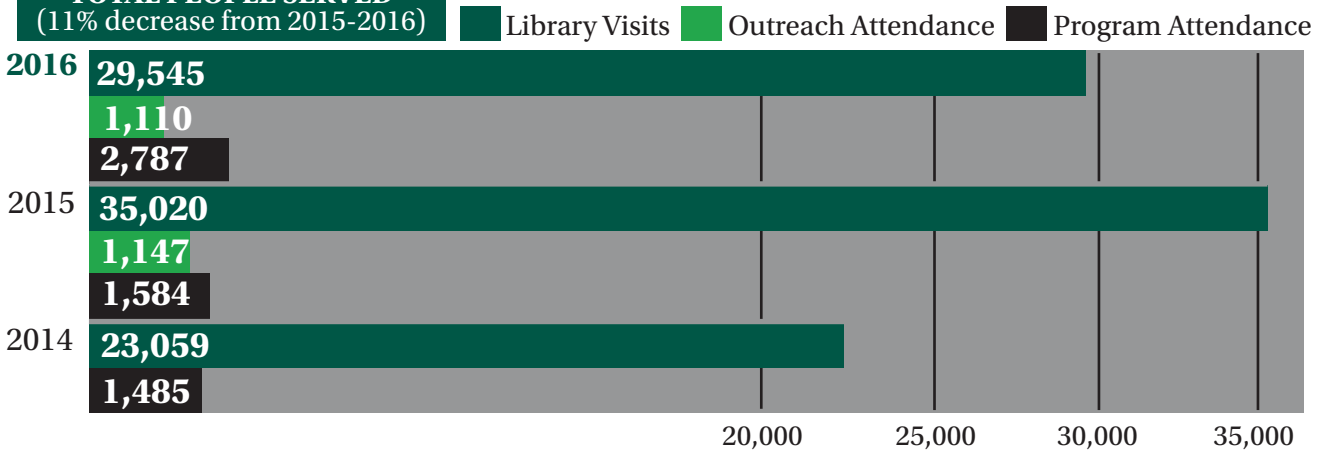
TOTAL ITEMS CHECKED-OUT (30% increase from 2015-2016)



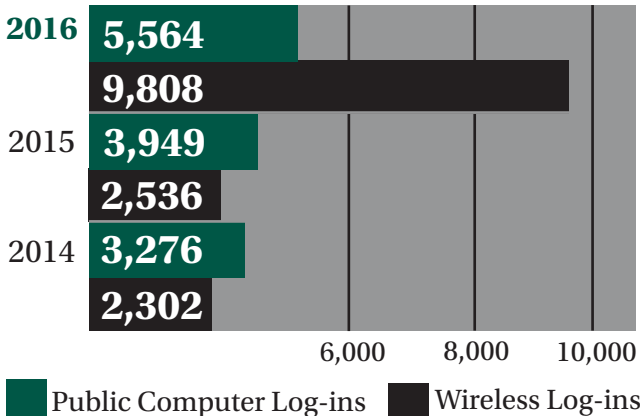
BRANCH CHECK-OUTS BY RESIDENT



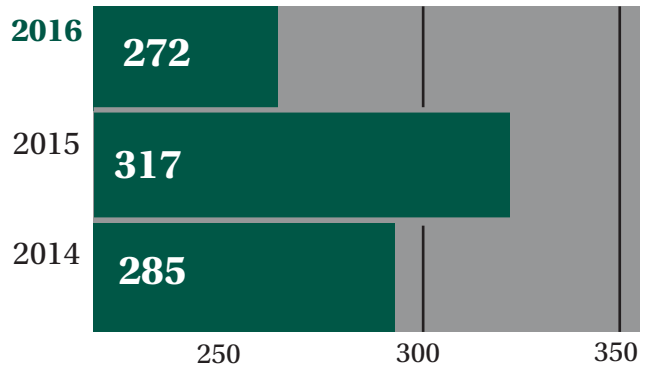
TOTAL PEOPLE SERVED (11% decrease from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (137% increase in total log-ins from 2015-2016)

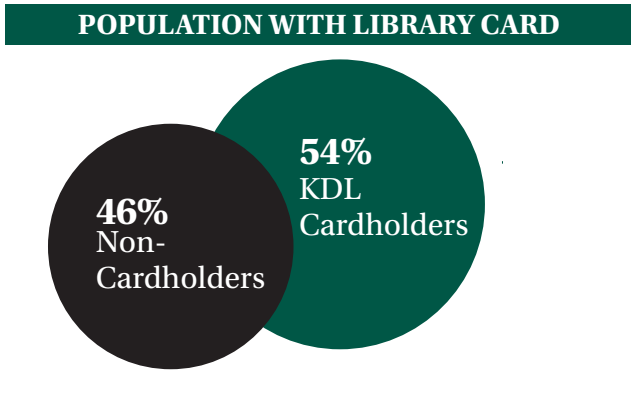


TOTAL SUMMER READING PARTICIPANTS (14% decrease from 2015-2016)

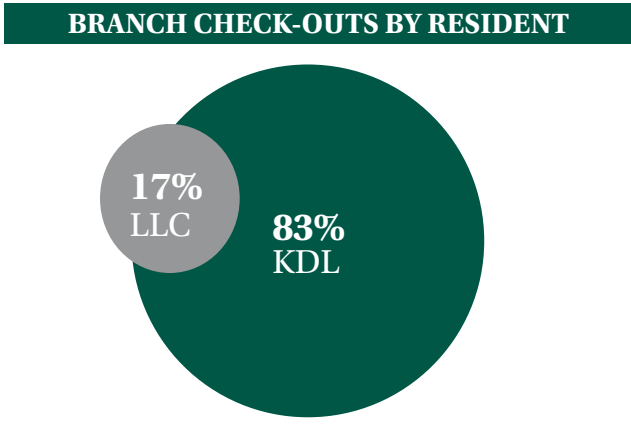
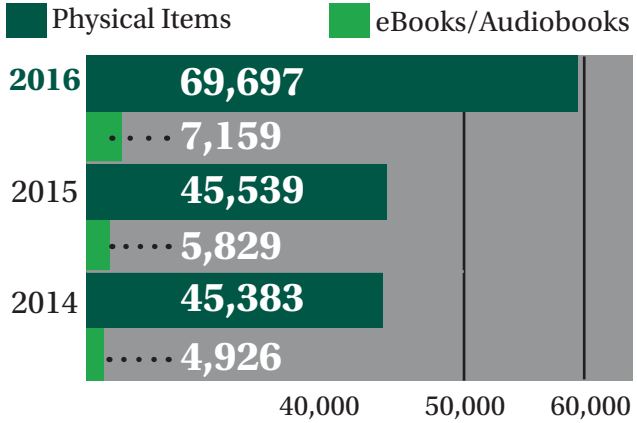


Tyrone Twp. Branch | 2016 Statistical Information

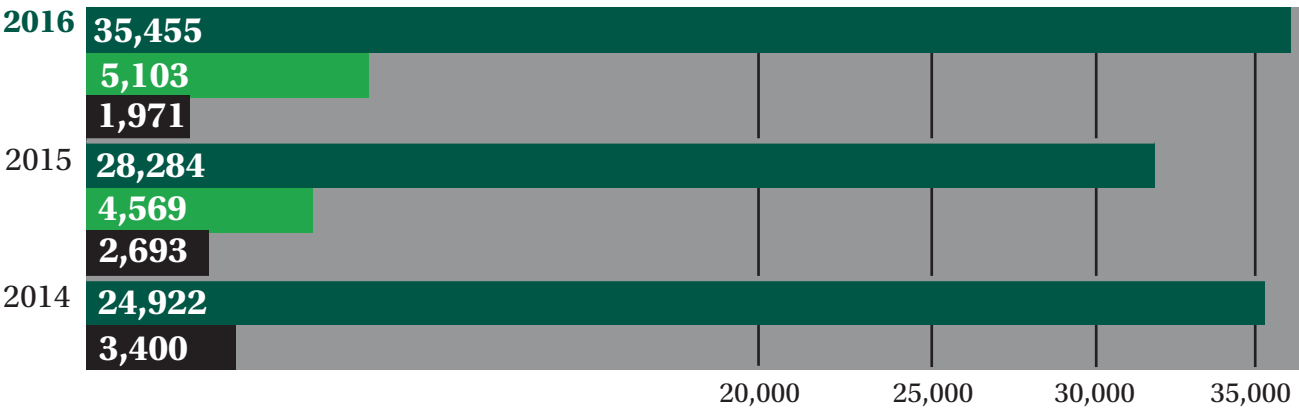
BRANCH FACTS	
Branch Manager	Liz Knapp
Population of Service Area	4,731
Building Size	4,239 square feet
Public Computers	8
Staff	3 FTEs
Open Hours	35.5 hrs/wk



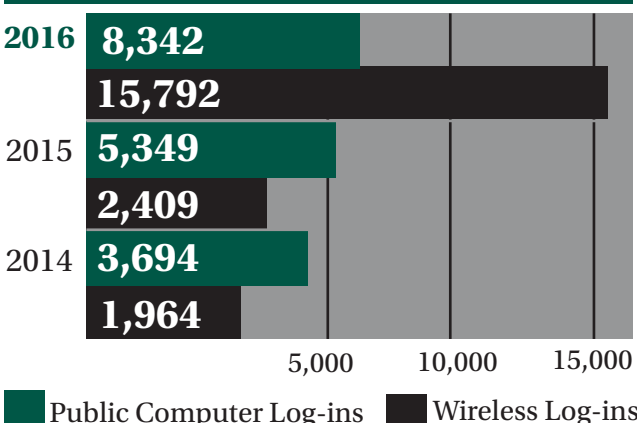
TOTAL ITEMS CHECKED-OUT (50% increase from 2015-2016)



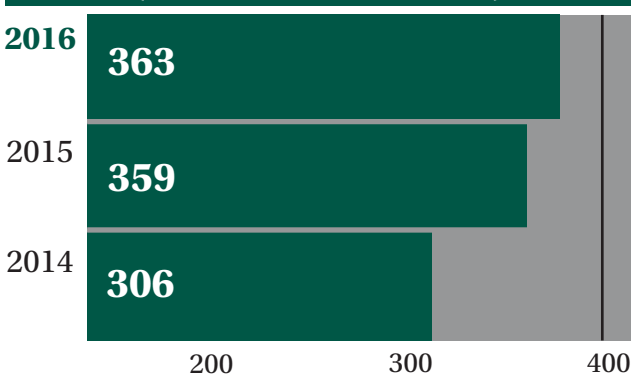
TOTAL PEOPLE SERVED (20% increase from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (211% increase in total log-ins from 2015-2016)

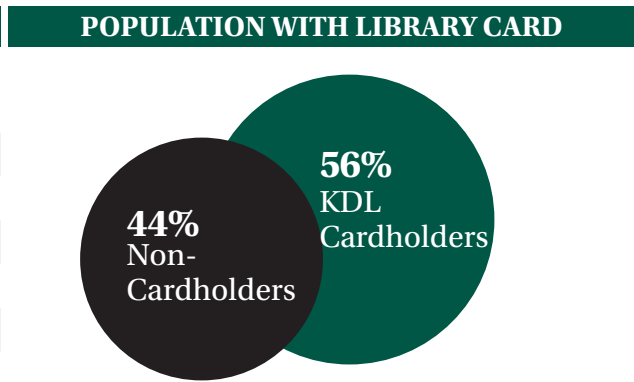


TOTAL SUMMER READING PARTICIPANTS (1% increase from 2015-2016)

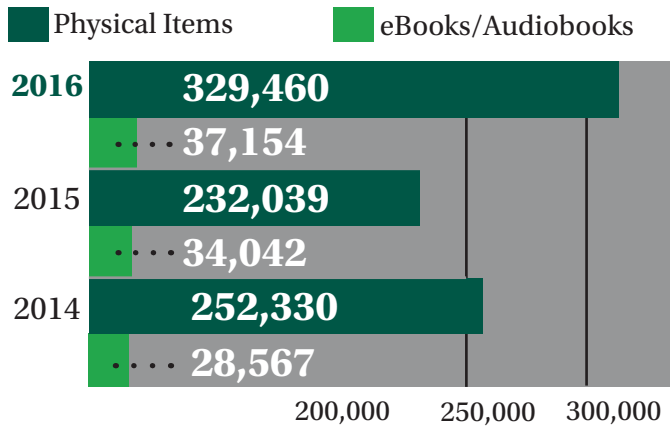


Walker Branch | 2016 Statistical Information

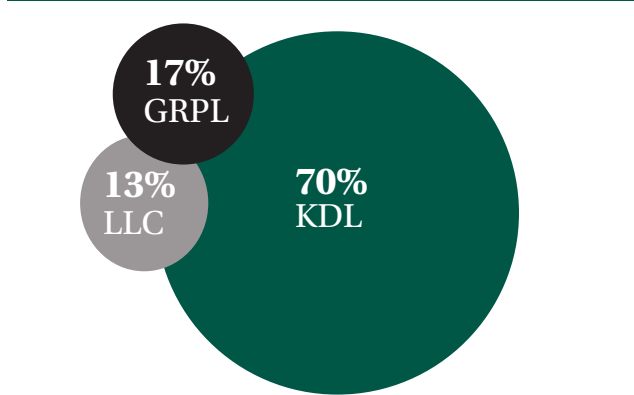
BRANCH FACTS	
Branch Manager (Jan-Apr)	Chris Lohman
Branch Manager (May - Dec)	Craig Buno
Population of Service Area	23,537
Building Size	8,000 square feet
Public Computers	11
Staff	8.325 FTEs
Open Hours	57 hrs/wk



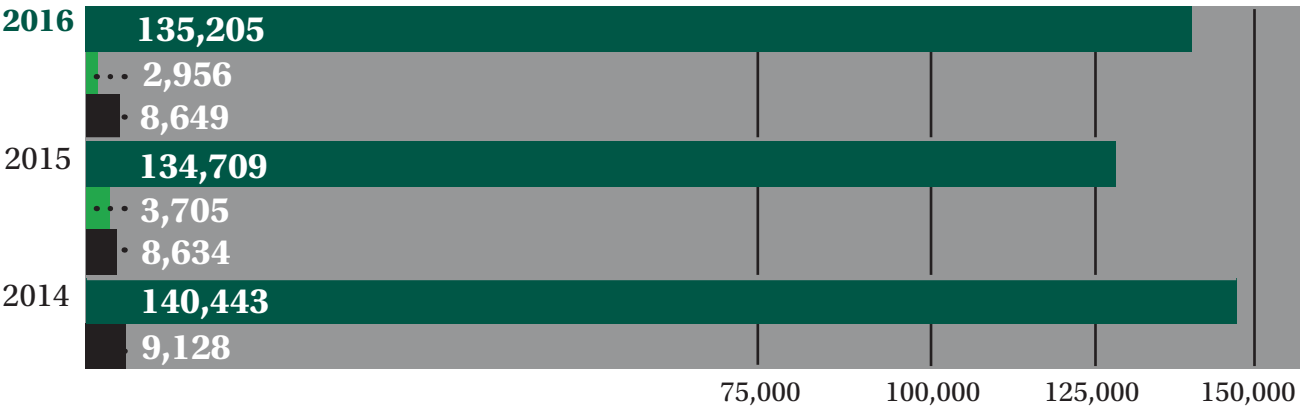
TOTAL ITEMS CHECKED-OUT (38% increase from 2015-2016)



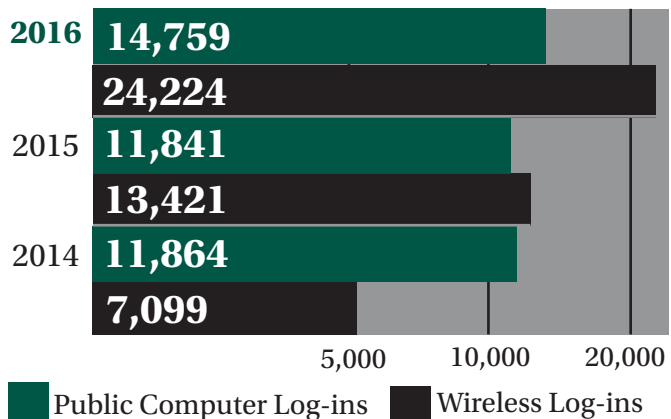
BRANCH CHECK-OUTS BY RESIDENT



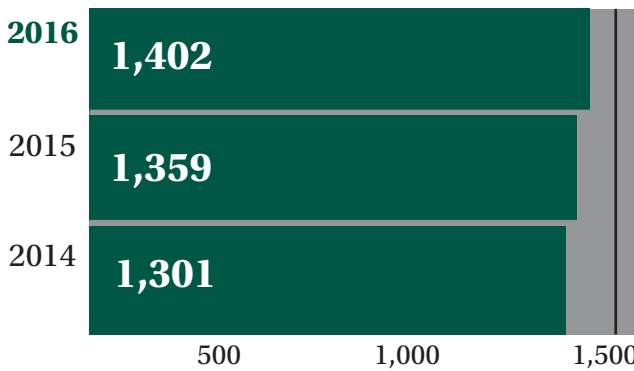
TOTAL PEOPLE SERVED (0% change from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (54% increase in total log-ins from 2015-2016)

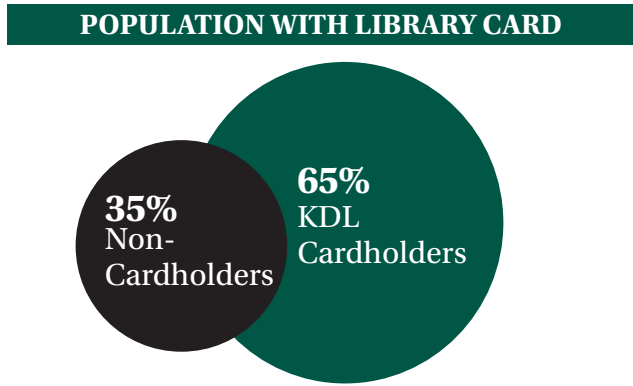


TOTAL SUMMER READING PARTICIPANTS (3% increase from 2015-2016)

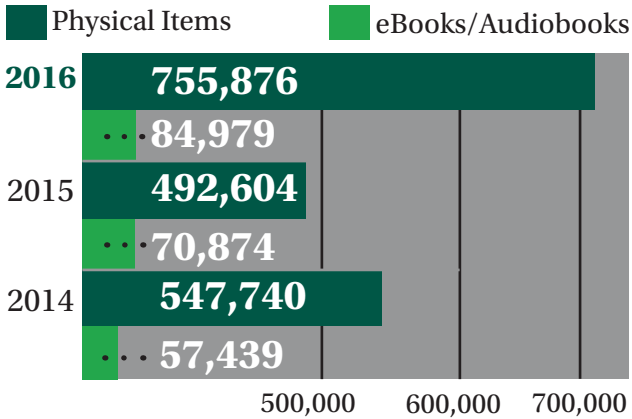


Wyoming Branch | 2016 Statistical Information

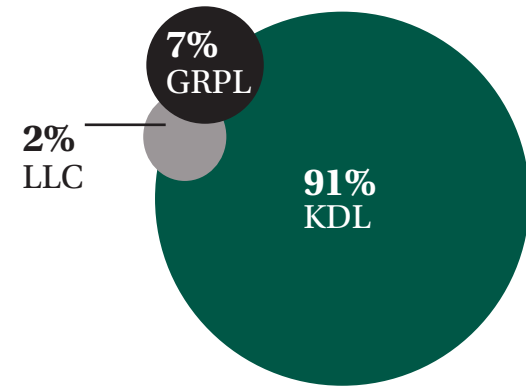
BRANCH FACTS	
Branch Manager	Lori Holland
Population of Service Area	72,125
Building Size	48,950 square feet
Public Computers	46
Staff	18.45 FTEs
Open Hours	62 hrs/wk



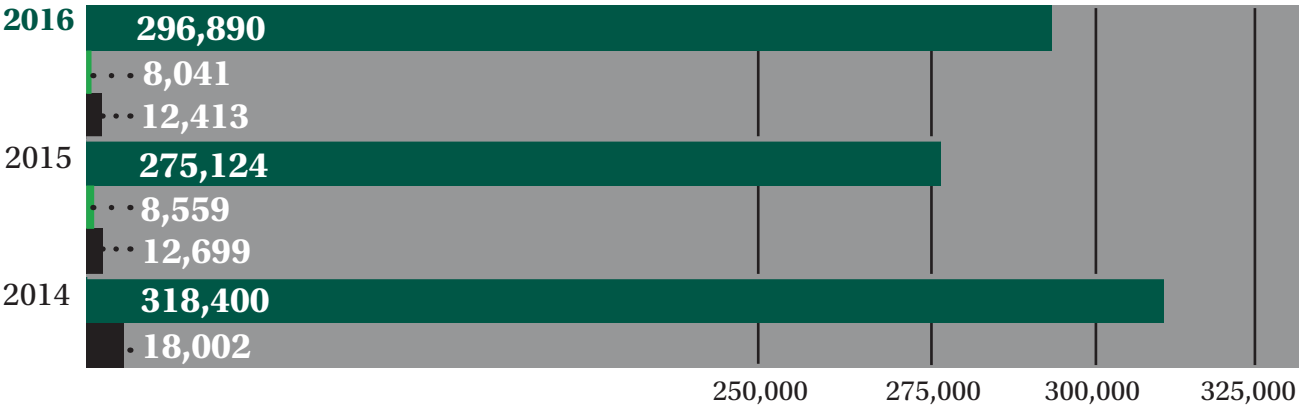
TOTAL ITEMS CHECKED-OUT (49% increase from 2015-2016)



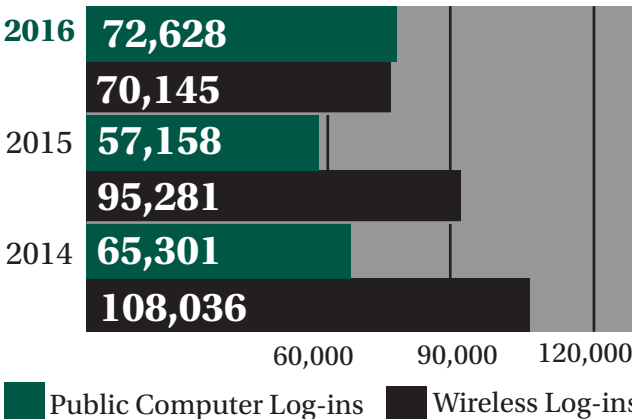
BRANCH CHECK-OUTS BY RESIDENT



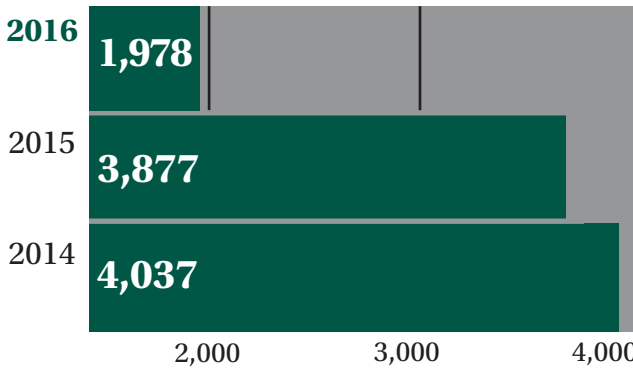
TOTAL PEOPLE SERVED (7% increase from 2015-2016)



TOTAL BRANCH COMPUTER LOG-INS (6% decrease in total log-ins from 2015-2016)



TOTAL SUMMER READING PARTICIPANTS (49% decrease from 2015-2016)



Library for the Blind & Physically Handicapped

2016 Statistical Information

OVERVIEW

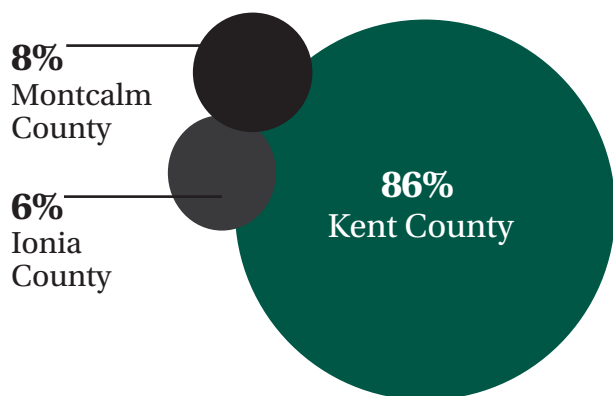
The Library for the Blind & Physically Handicapped (LBPH) is a national program that provides accessible reading material to anyone who cannot read standard print because of a visual or physical impairment. Kent District Library's LBPH service is offered through our Wyoming Branch and serves Kent, Ionia and Montcalm counties under the direction of the Library of Michigan. In addition to providing Braille and audio materials (including audiobooks, described movies and audio magazines) to LBPH patrons, KDL has a suite of adaptive technology located at the Wyoming Branch that is open to the public and includes a CCTV, a Braille embosser, a text-to-speech scanner and an accessible computer equipped with a large print keyboard, screen reading and Braille translation software packages. In 2016 LBPH was recognized as the National Library Service Library of the Year for 2015.

Wyoming Branch Manager: Lori Holland | **LBPH Librarian:** Shelley Roossien

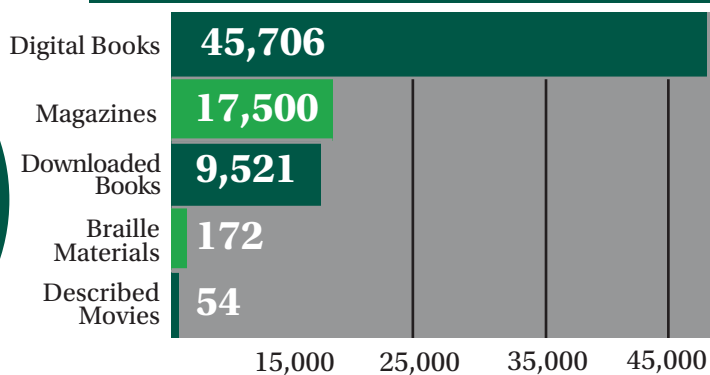
Address: 3350 Michael Ave., Wyoming, MI 49509 | **Phone:** 616-647-3988 | **Email:** lbphstaff@kdl.org

LBPH Outreach Efforts in 2016: 8

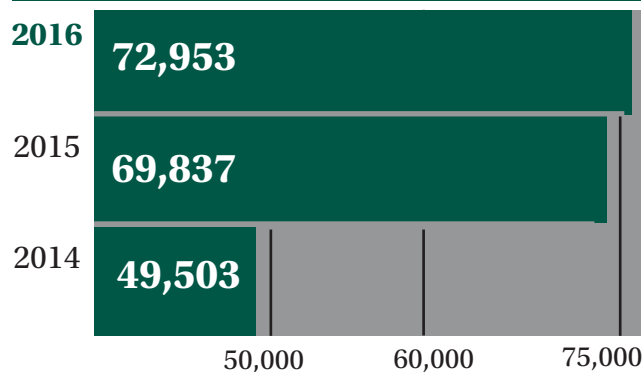
BRANCH CHECK-OUTS BY RESIDENT



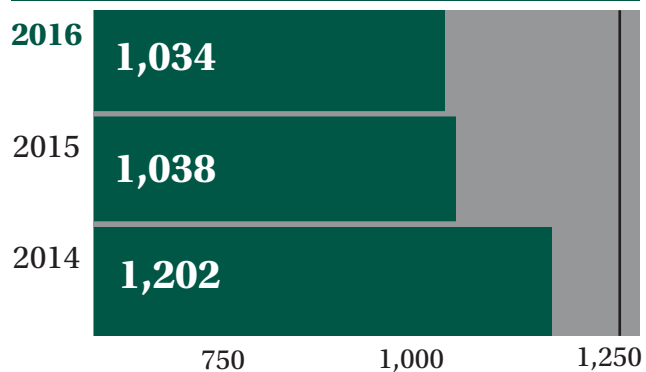
2016 CIRCULATION BY ITEM TYPE



TOTAL CIRCULATION
(4.5% increase from 2015-2016)



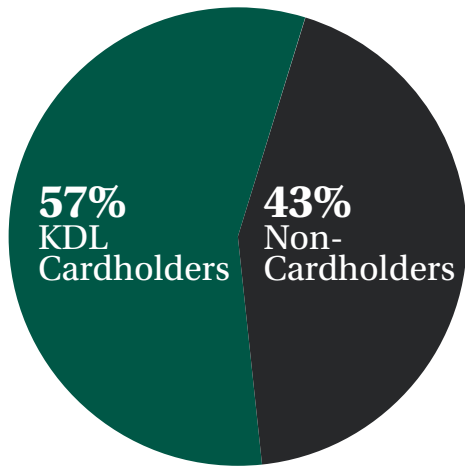
TOTAL ACTIVE BORROWERS
(0% change from 2015-2016)



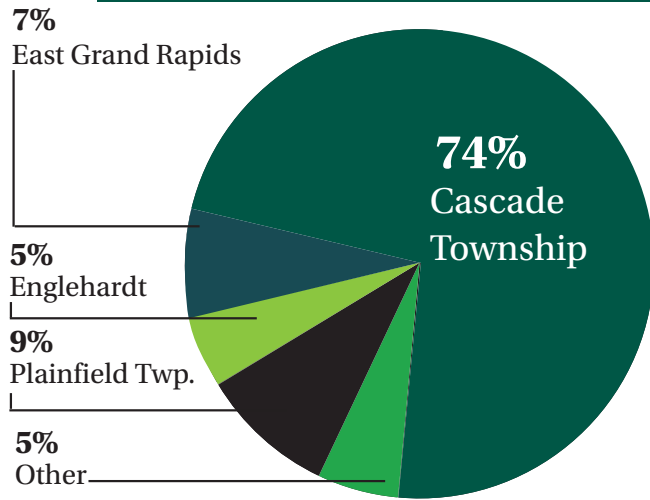
Ada Township | 2016 Annual Report

A Municipality in the Kent District Library Service Area

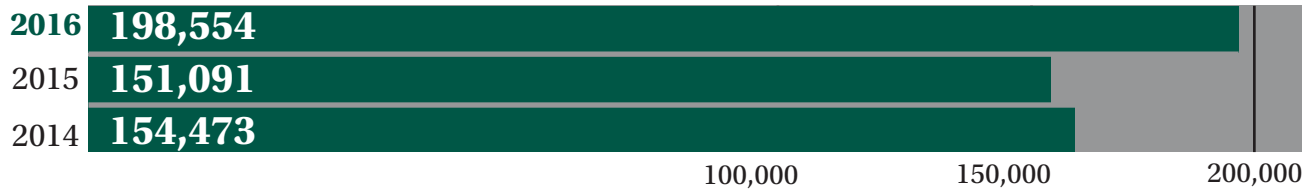
Population with Library Card



Preferred KDL Location: Cascade Twp. Branch (Based on materials checked out)

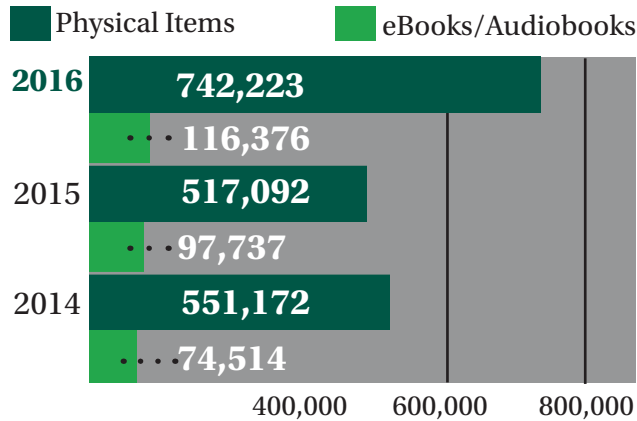


Total Items Checked-Out by Ada Residents (31% increase from 2015-2016)

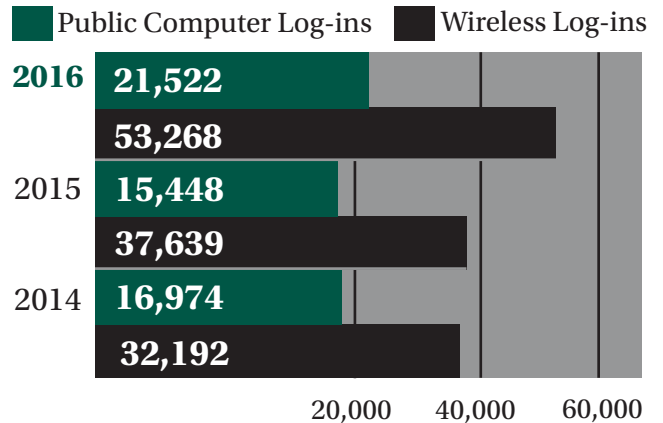


Cascade Township Branch Statistics

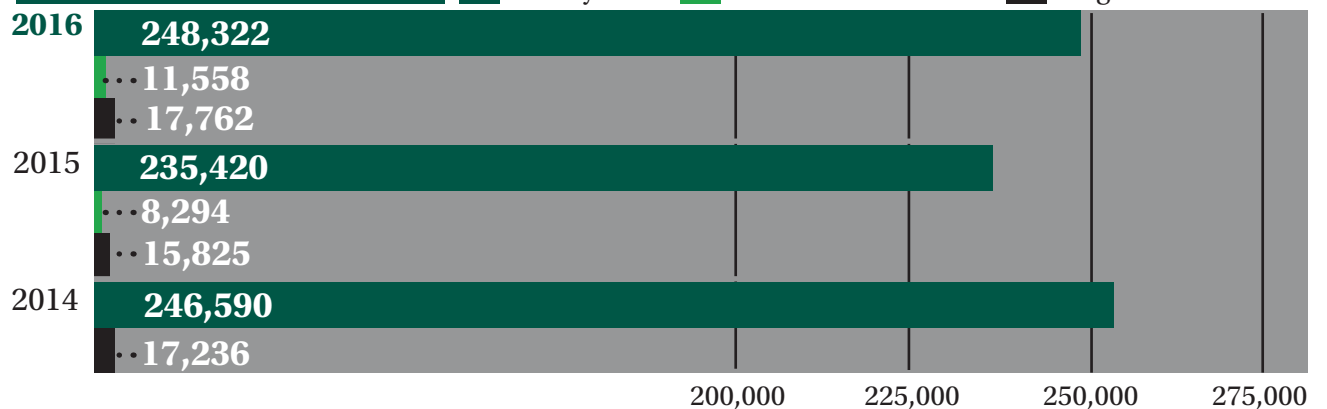
Total Items Checked-Out (40% increase from 2015-2016)



Total Branch Computer Log-ins (41% increase in total log-ins from 2015-2016)



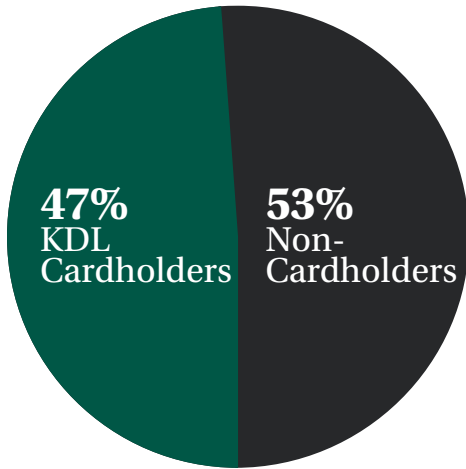
Total People Served (7% increase from 2015-2016)



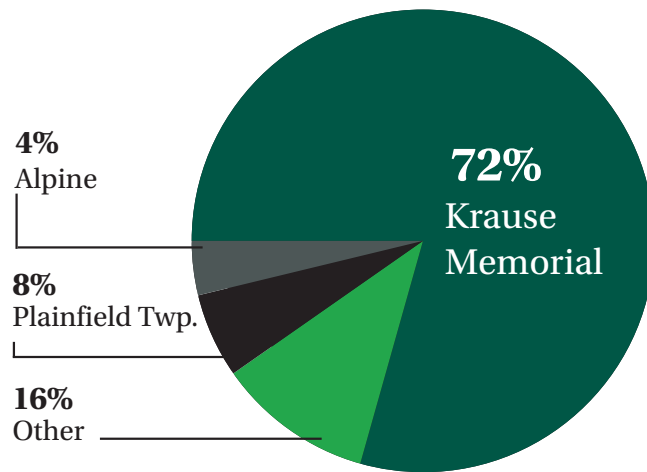
Algoma Township | 2016 Annual Report

A Municipality in the Kent District Library Service Area

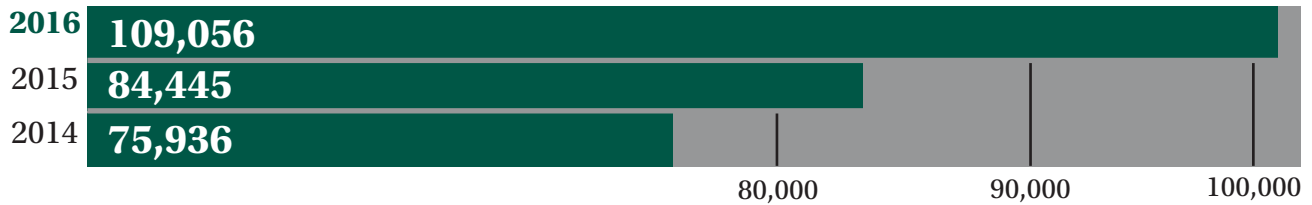
Population with Library Card



Preferred KDL Location: Krause Memorial Branch (Based on materials checked out)

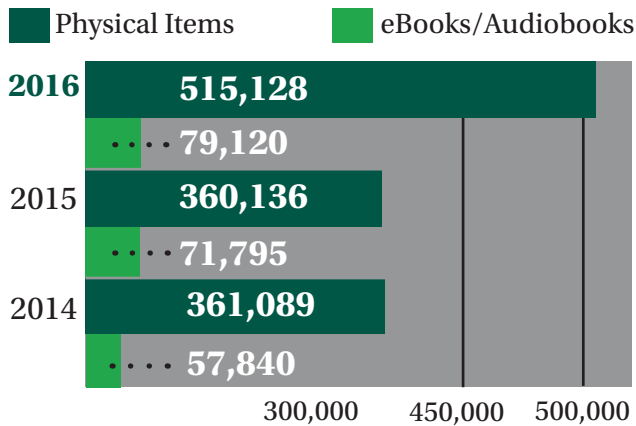


Total Items Checked-Out by Algoma Residents (29% increase from 2015-2016)

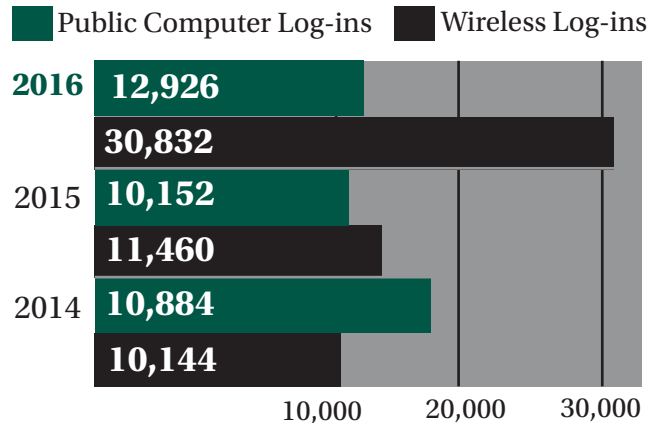


Krause Memorial Branch Statistics

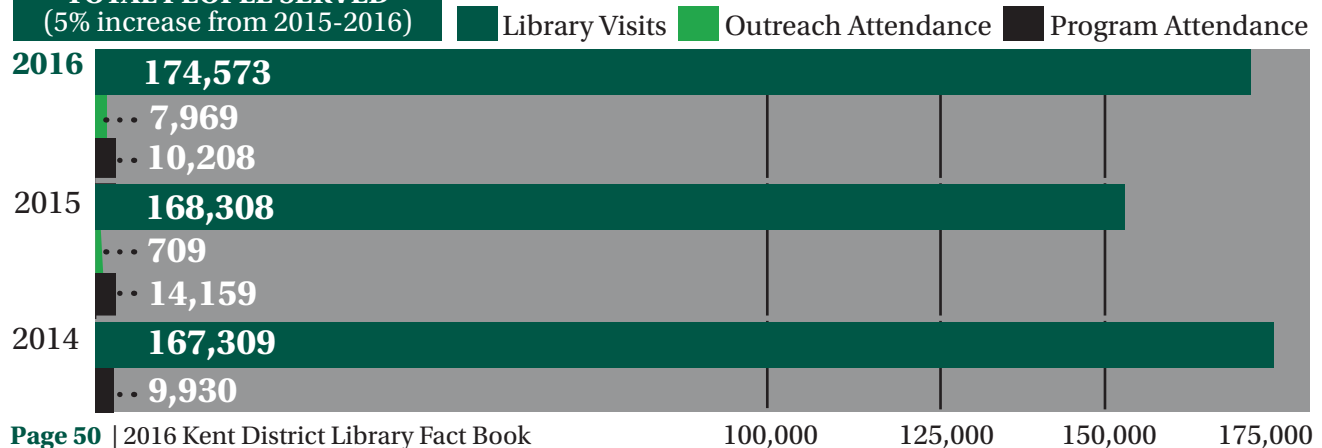
Total Items Checked-Out (38% increase from 2015-2016)



Total Branch Computer Log-ins (102% increase in total log-ins from 2015-2016)



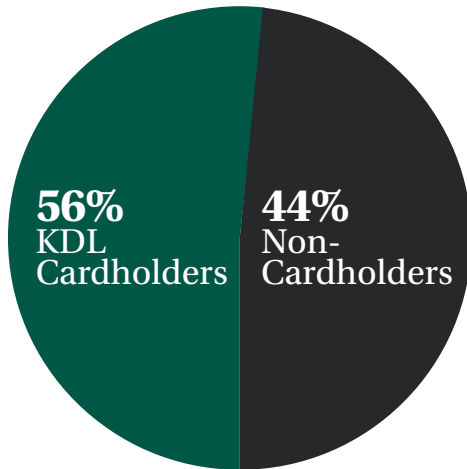
TOTAL PEOPLE SERVED (5% increase from 2015-2016)



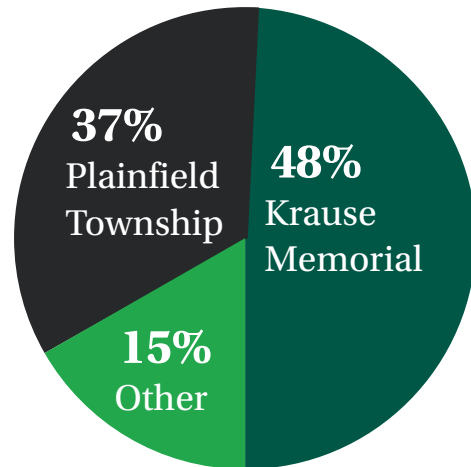
Cannon Township | 2016 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card



Preferred KDL Location: Cascade Twp. Branch (Based on materials checked out)

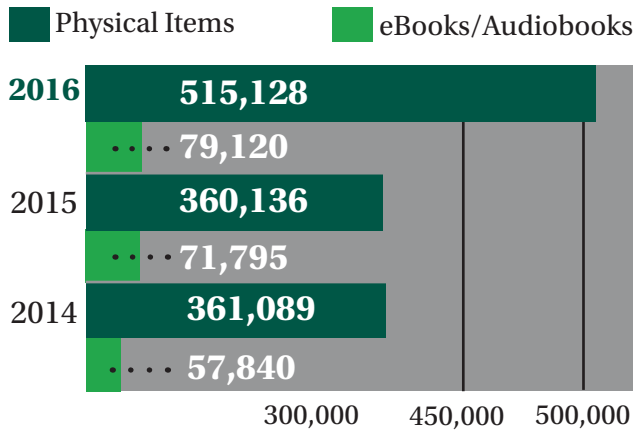


Total Items Checked-Out by Cannon Residents (23% increase from 2015-2016)

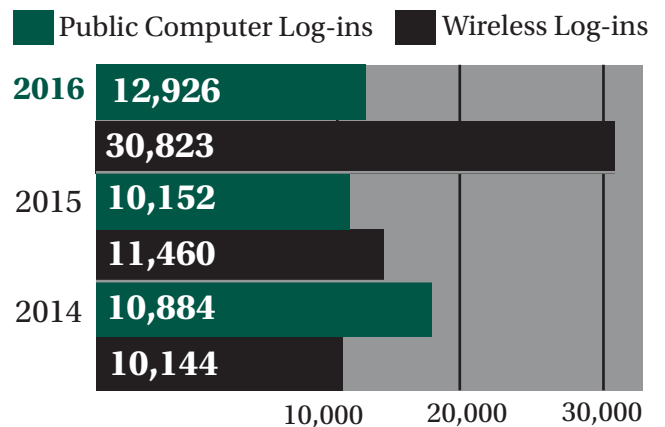


Krause Memorial Branch Statistics

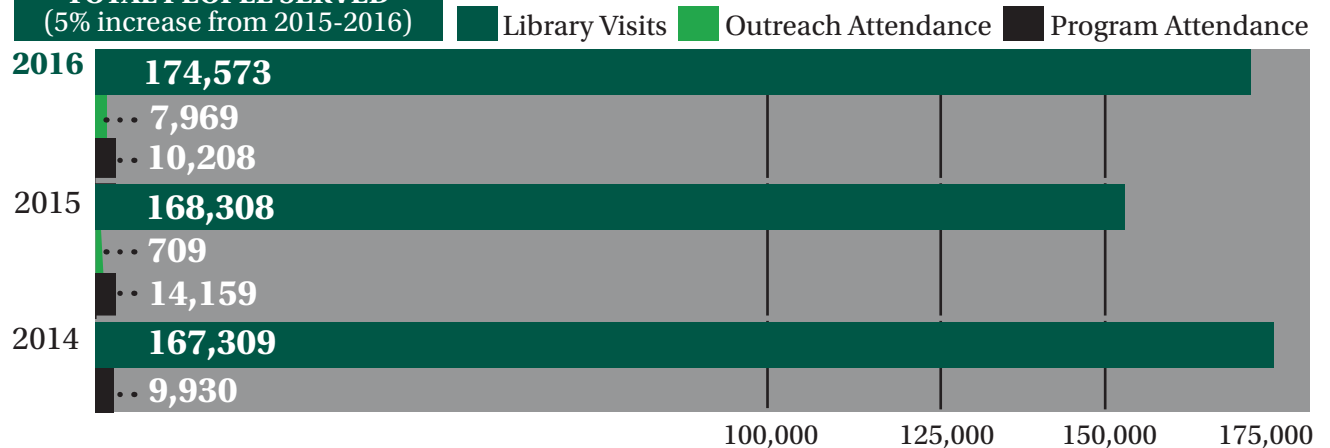
Total Items Checked-Out (38% increase from 2015-2016)



Total Branch Computer Log-ins (102% increase in total log-ins from 2015-2016)



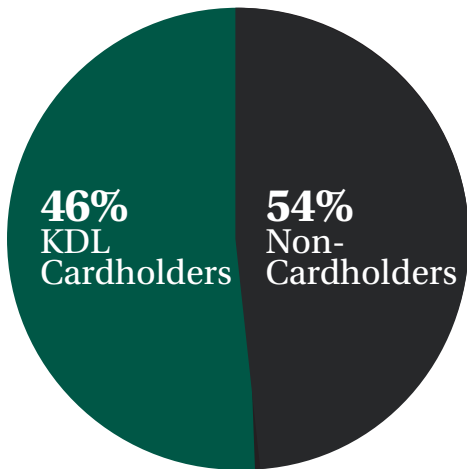
TOTAL PEOPLE SERVED (5% increase from 2015-2016)



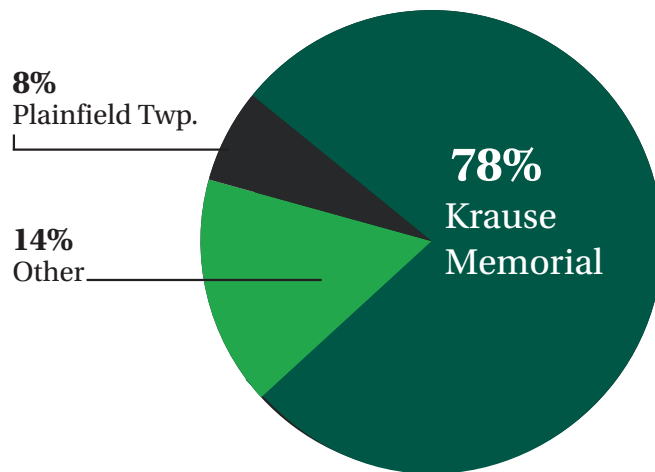
Courtland Township | 2016 Annual Report

A Municipality in the Kent District Library Service Area

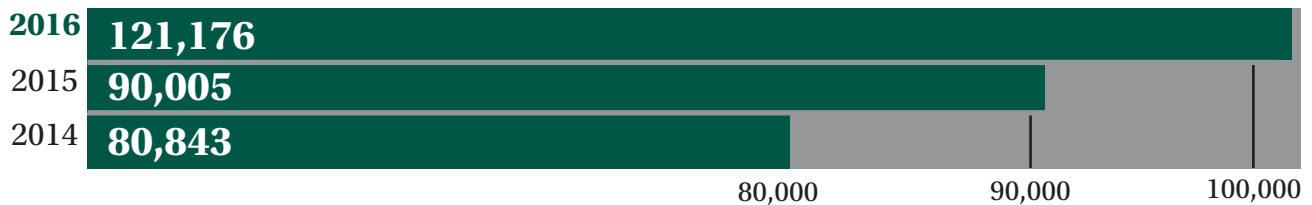
Population with Library Card



Preferred KDL Location: Krause Memorial Branch (Based on materials checked out)

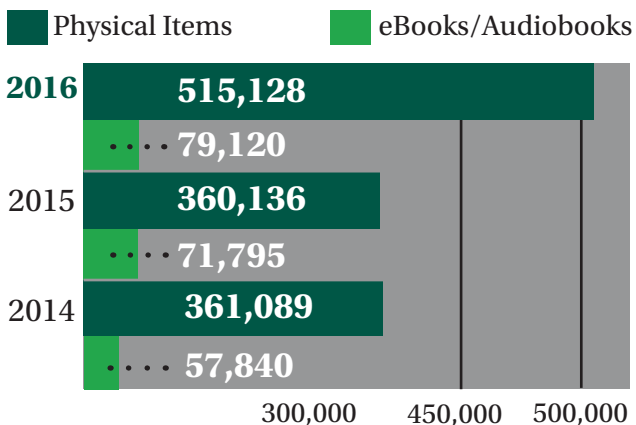


Total Items Checked-Out by Courtland Residents (35% increase from 2015-2016)

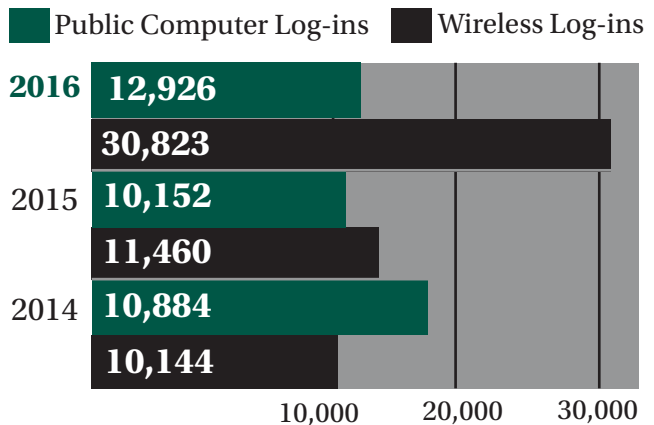


Krause Memorial Branch Statistics

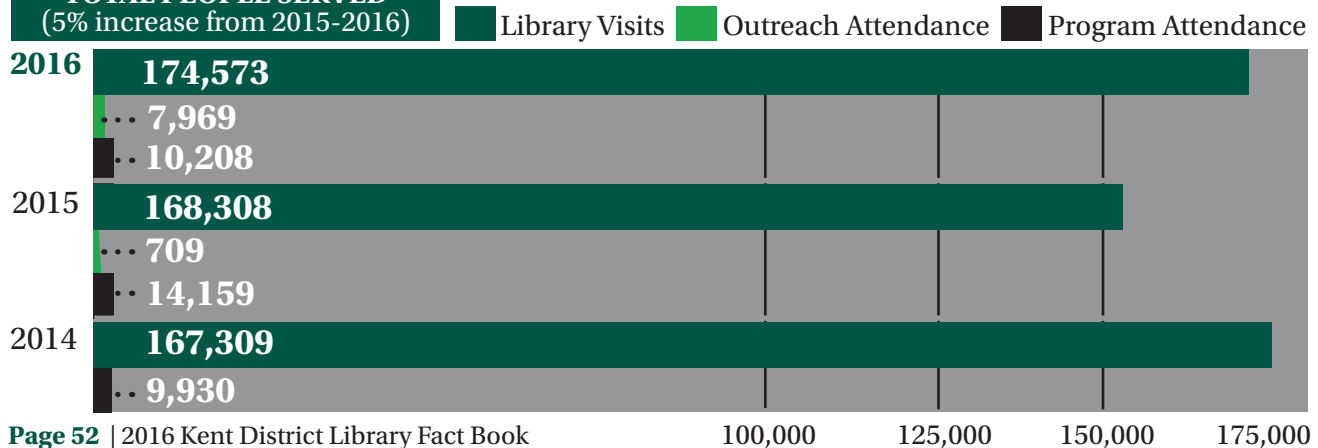
Total Items Checked-Out (38% increase from 2015-2016)



Total Branch Computer Log-ins (102% increase in total log-ins from 2015-2016)



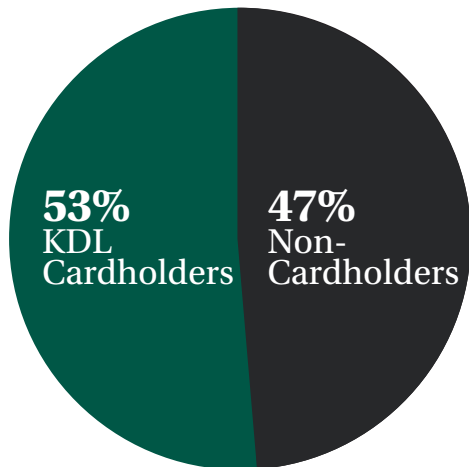
TOTAL PEOPLE SERVED (5% increase from 2015-2016)



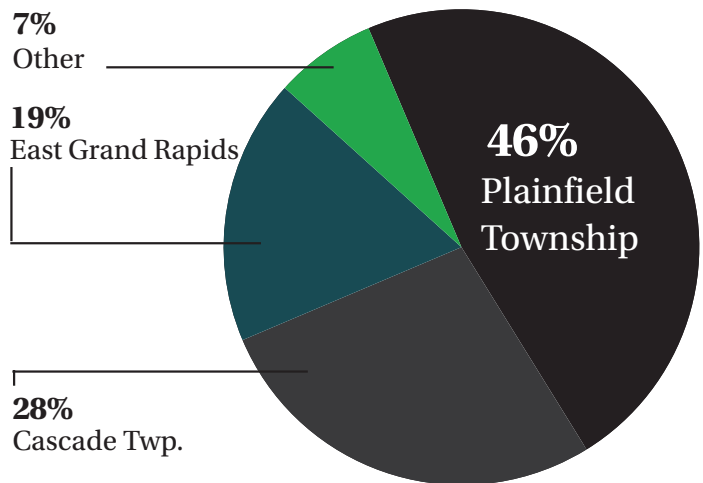
Grand Rapids Township | 2016 Annual Report

A Municipality in the Kent District Library Service Area

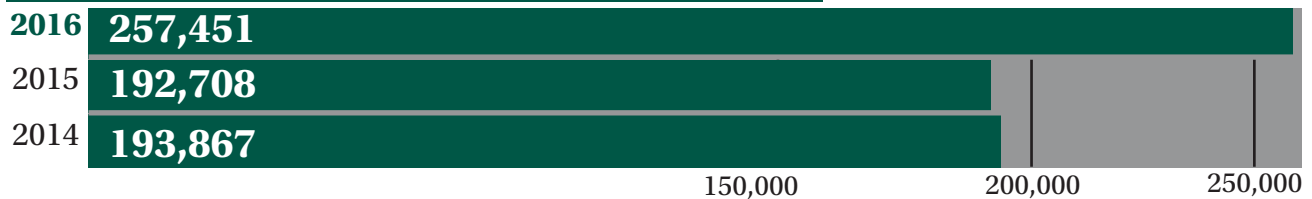
Population with Library Card



Preferred KDL Location: Plainfield Twp. Branch (Based on materials checked out)

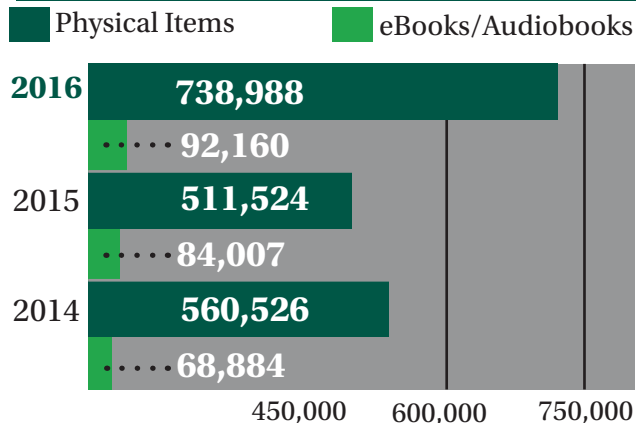


Total Items Checked-Out by Grand Rapids Twp. Residents (34% increase from 2015-2016)

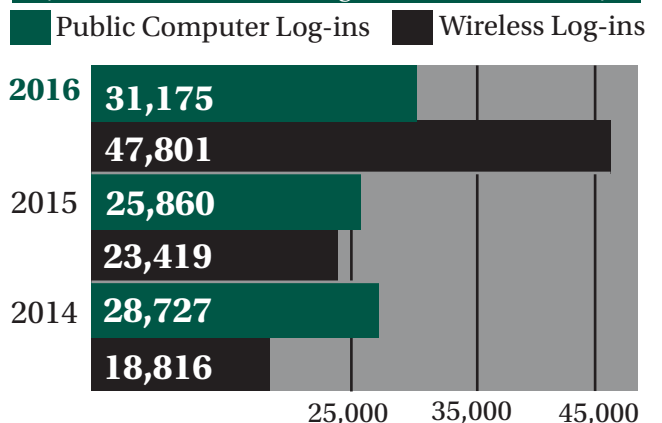


Plainfield Township Branch Statistics

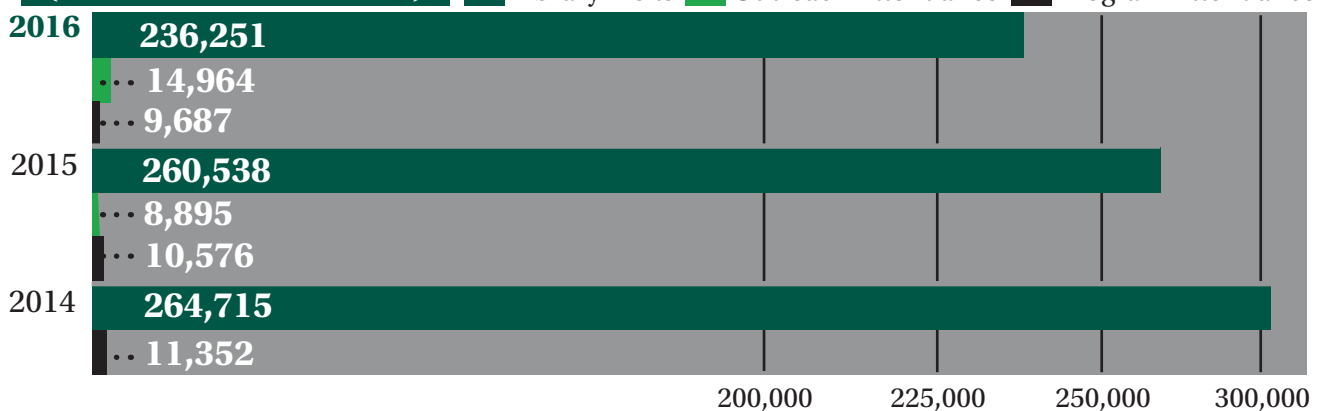
Total Items Checked-Out (40% increase from 2015-2016)



Total Branch Computer Log-ins (60% increase in total log-ins from 2015-2016)



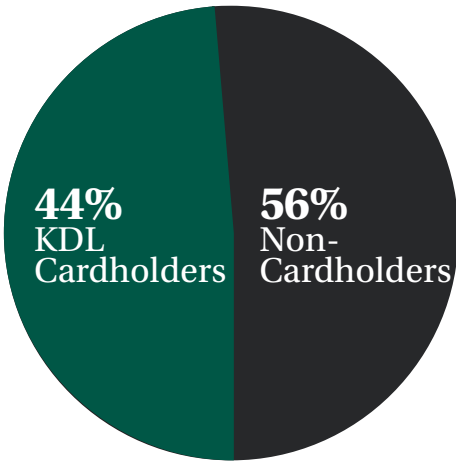
Total People Served (7% decrease from 2015-2016)



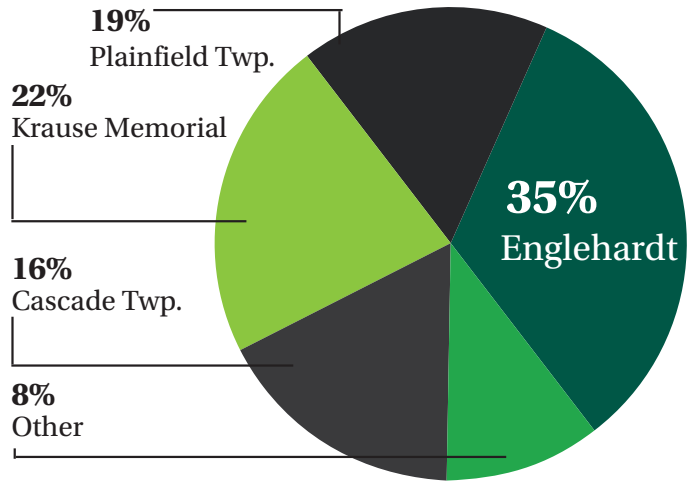
Grattan Township | 2016 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card



Preferred KDL Location: Englehardt Branch (Based on materials checked out)

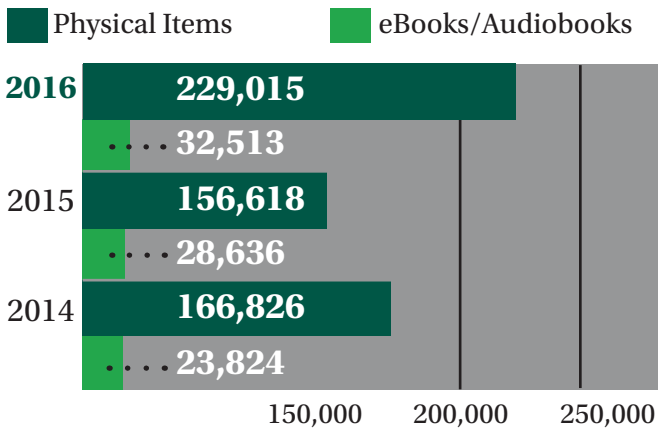


Total Items Checked-Out by Grattan Residents (35% increase from 2015-2016)

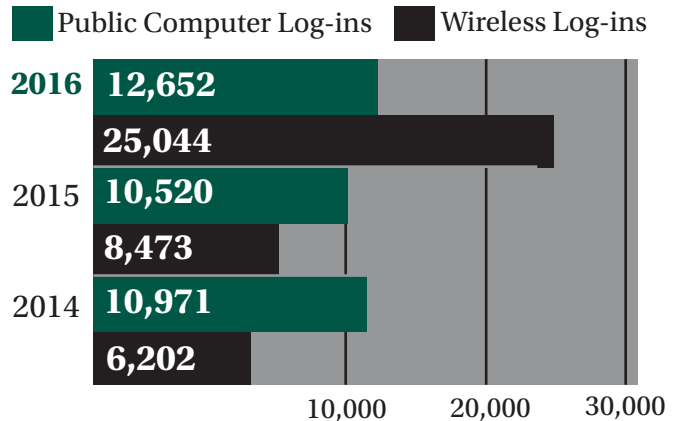


Englehardt Branch Statistics

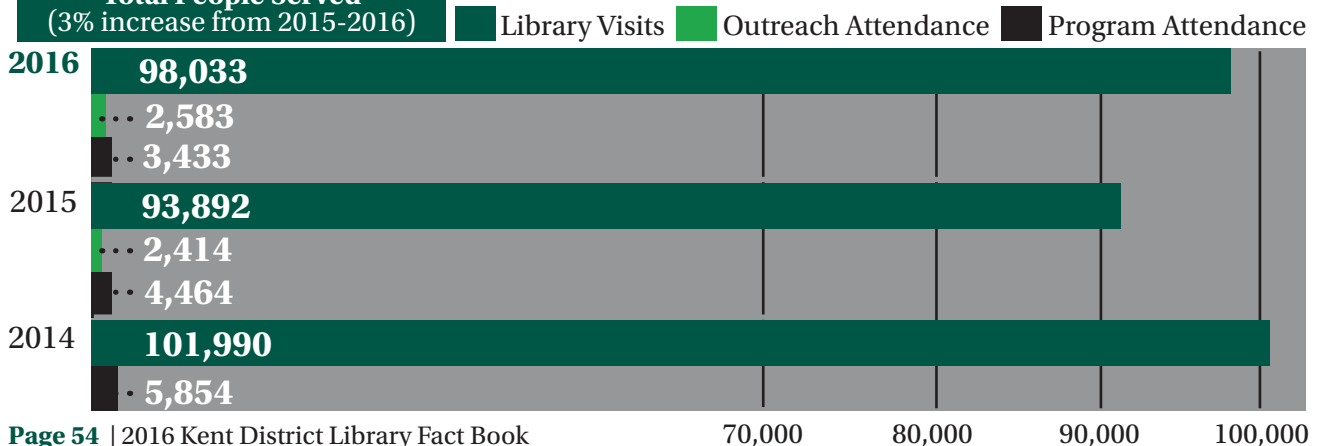
Total Items Checked-out (41% increase from 2015-2016)



Total Branch Computer Log-ins (98% increase in total log-ins from 2015-2016)



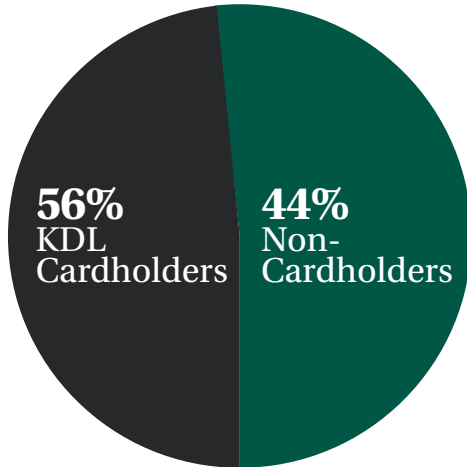
Total People Served (3% increase from 2015-2016)



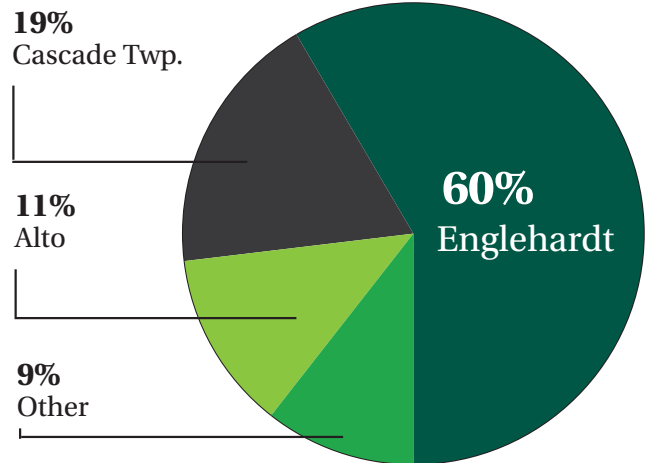
Lowell Township | 2016 Annual Report

A Municipality in the Kent District Library Service Area

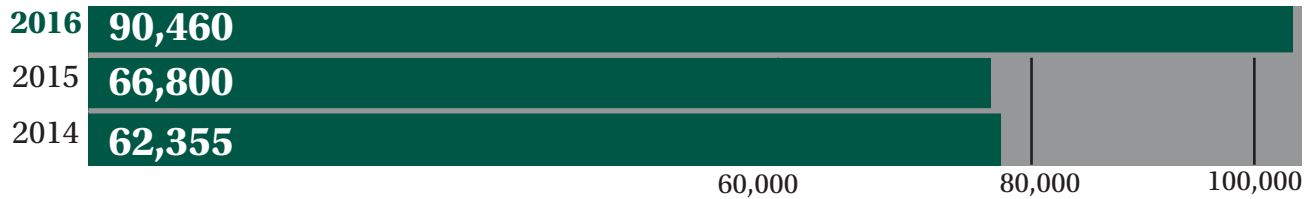
Population with Library Card



Preferred KDL Location: Englehardt Branch (Based on materials checked out)

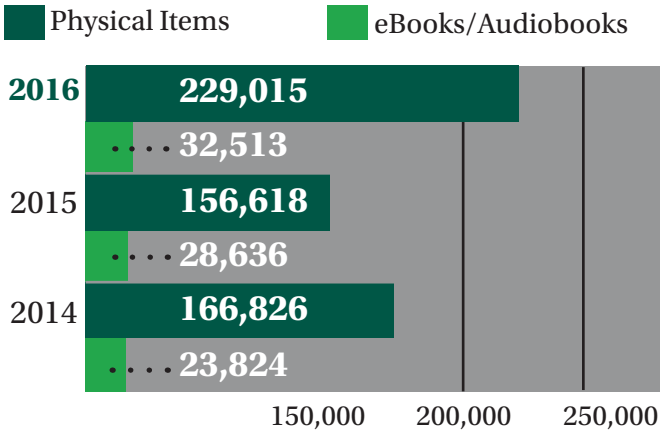


Total Items Checked-Out by Lowell Residents (35% increase from 2015-2016)

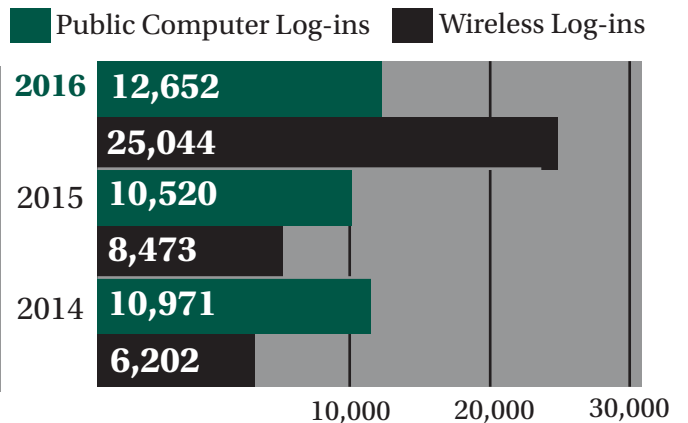


Englehardt Branch Statistics

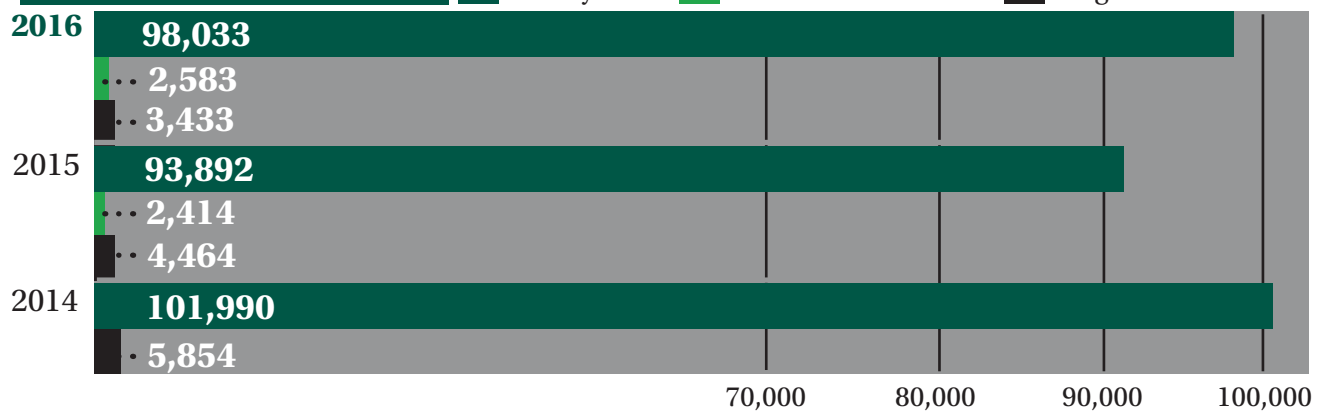
Total Items Checked-out (41% increase from 2015-2016)



Total Branch Computer Log-ins (98% increase in total log-ins from 2015-2016)



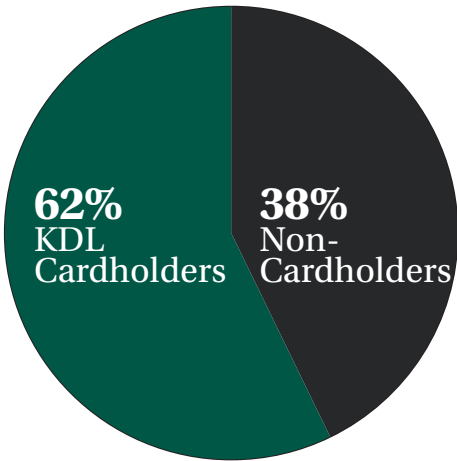
Total People Served (3% increase from 2015-2016)



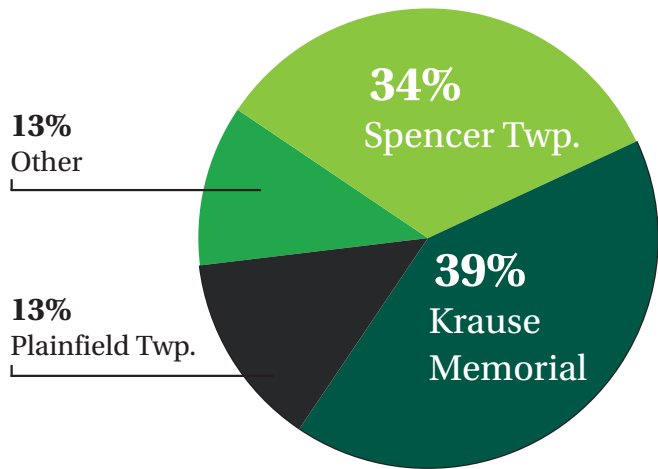
Oakfield Township | 2016 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card



Preferred KDL Location: Krause Memorial Branch (Based on materials checked out)

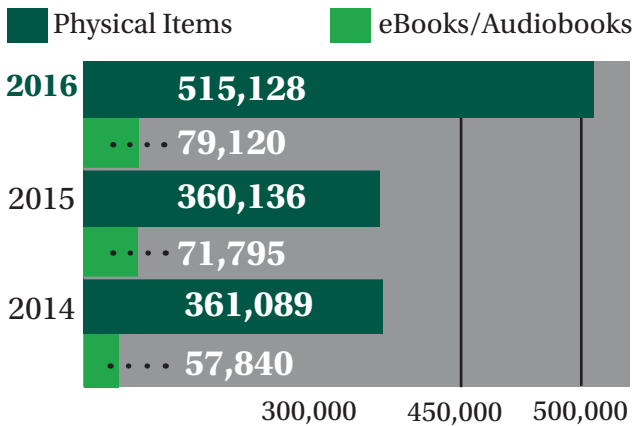


Total Items Checked-Out by Oakfield Residents (29% increase from 2015-2016)

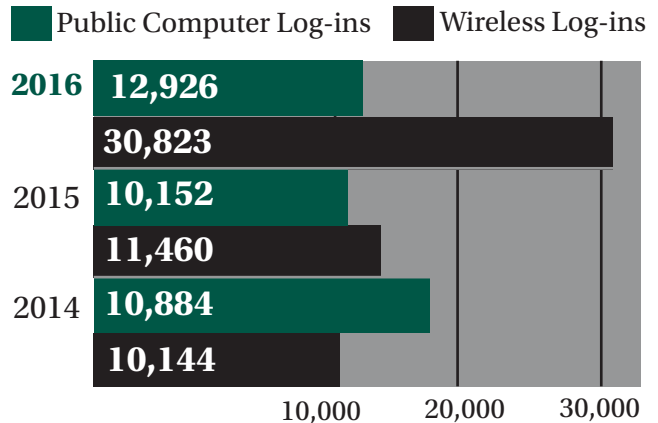


Krause Memorial Branch Statistics

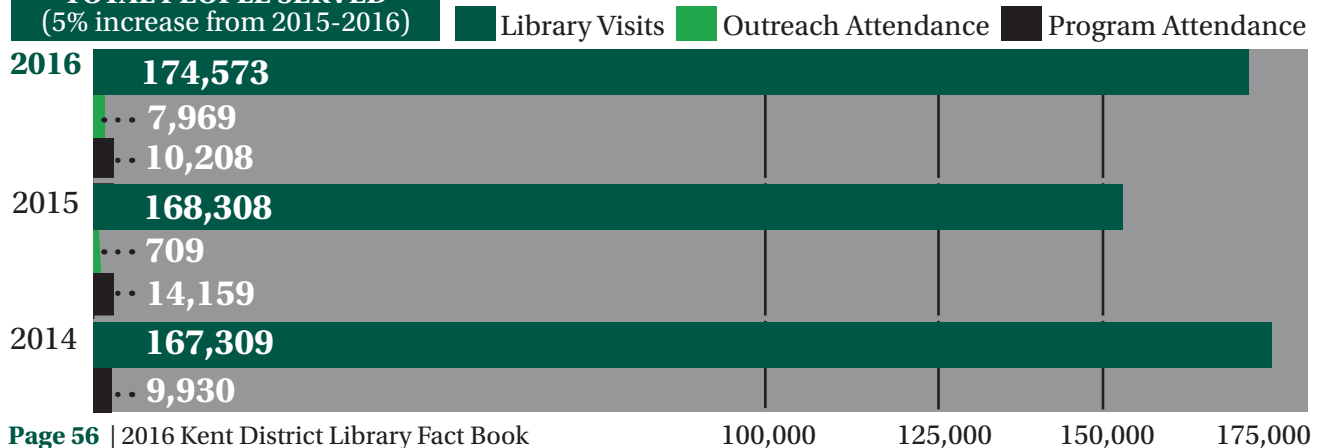
Total Items Checked-Out (38% increase from 2015-2016)



Total Branch Computer Log-ins (102% increase in total log-ins from 2015-2016)



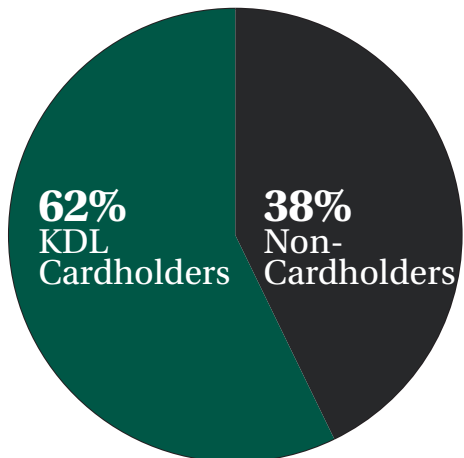
TOTAL PEOPLE SERVED (5% increase from 2015-2016)



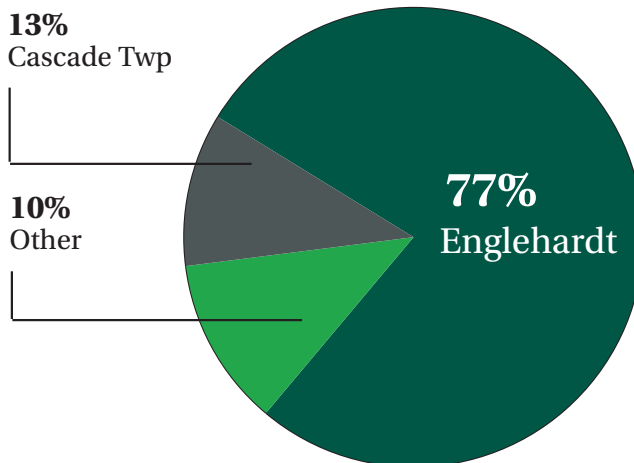
Vergennes Township | 2016 Annual Report

A Municipality in the Kent District Library Service Area

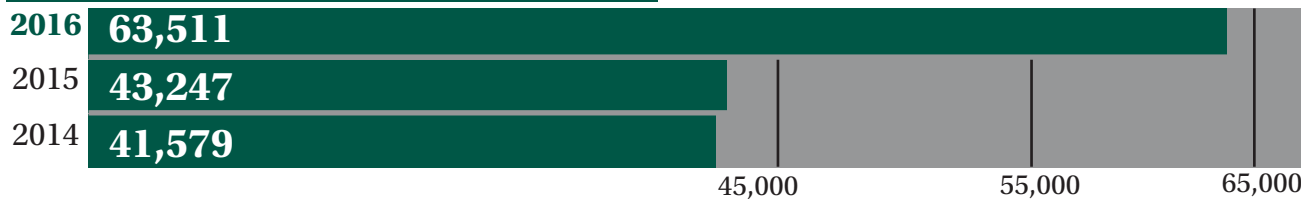
Population with Library Card



Preferred KDL Location: Englehardt Branch (Based on materials checked out)

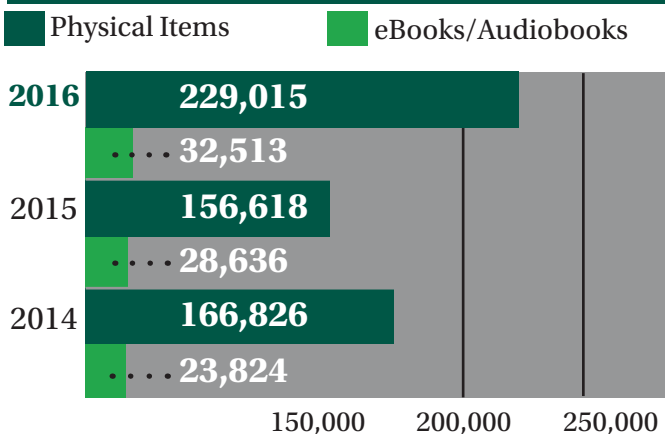


Total Items Checked-Out by Vergennes Residents (47% increase from 2015-2016)

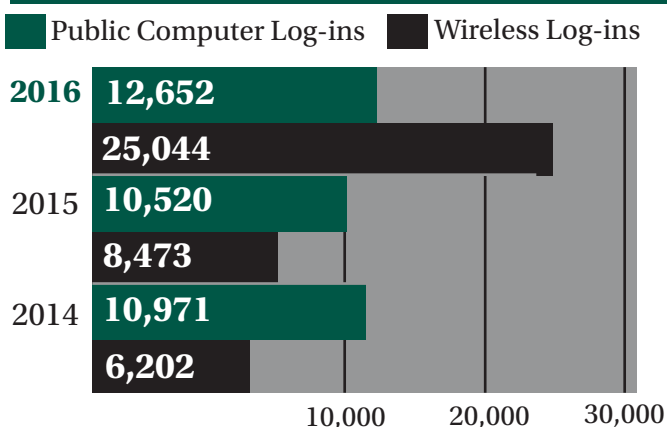


Englehardt Branch Statistics

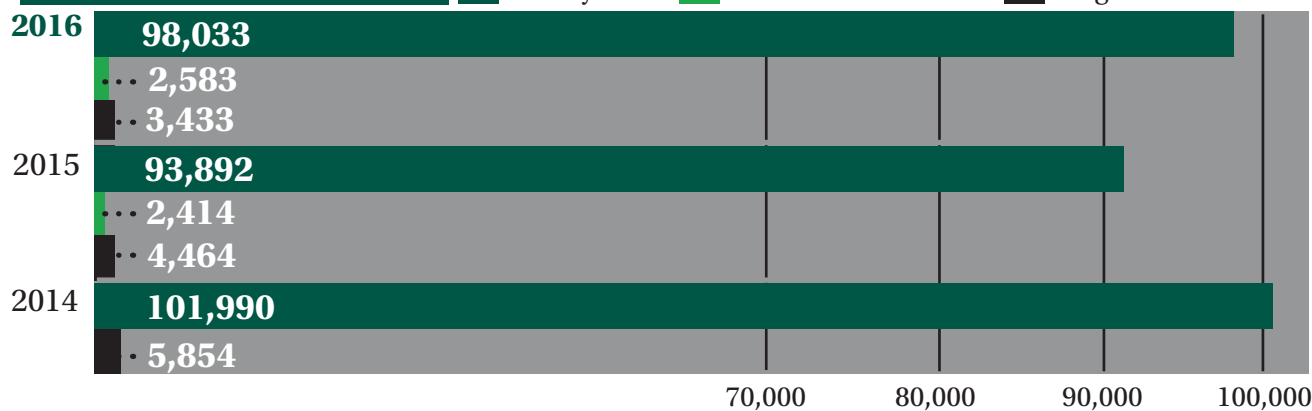
Total Items Checked-out (41% increase from 2015-2016)



Total Branch Computer Log-ins (98% increase in total log-ins from 2015-2016)



Total People Served (3% increase from 2015-2016)



2016 Peer Comparison

SUMMARY OF THE RANKINGS

National Comparison

The national comparison included 22 peer libraries that have between 12-20 branch outlets and a service area population ranging from 250,000 to 500,000 people. A full statistical chart showing rankings and peer comparison data follows this summary.

The following table highlights KDL's area-specific ranking in relation to its peer libraries:

Area	KDL 2016 Rank	KDL 2015 Rank	Area	KDL 2016 Rank	KDL 2015 Rank
Collection turnover rate*	1 st	1 st	Visits per capita	4 th	6 th
Total expenditures for eBooks	1 st	5 th	Total program attendance	5 th	11 th
Total Circulation (downloadables)	2 nd	2 nd	Website visits per capita	6 th	5 th
Materials as a % of expenditures	2 nd	6 th	Registrations (cardholders)	9 th	11 th
Public service hours	2 nd	6 th	Population of service area	9 th	9 th
Materials expenditures per capita	2 nd	15 th	Registrations as a % of population	10 th	12 th
Reference transactions per capita	3 rd	3 rd	Total operating income	12 th	18 th
Circulation per capita	3 rd	4 th	Total operating expenditures	13 th	17 th
Total visits	4 th	4 th	Holdings per capita	15 th	15 th
Total circulation (all materials)	4 th	5 th	Salaries as a % of expenditures	16 th	3 rd
Total expenditures for all electronic materials	4 th	9 th	Staff expenditures	16 th	17 th

**Collection turnover rate measures the activity of a library's collection. It indicates the number of times each library item would have circulated during the year if circulation had been spread evenly throughout the entire collection. It is calculated by dividing the library's total annual circulation by total library holdings.*

SUMMARY OF THE RANKINGS

State Comparison

The only criteria for entry in the library peer group for the state comparison is that a library must be in the state of Michigan and serve a population of at least 75,000 people (as reported in the *Public Library Data Service Statistical Report 2016*¹). This year's state comparison included 15 peer libraries. A full statistical chart showing rankings and peer comparison data follows this summary.

The following table highlights KDL's area-specific ranking in relation to its peer libraries in Michigan:

Area	KDL 2016 Rank	KDL 2015 Rank	Area	KDL 2016 Rank	KDL 2015 Rank
Public service hours	1 st	1 st	Total circulation (all materials)	2 nd	2 nd
Total program attendance	1 st	2 nd	Materials expenditures per capita	2 nd	6 th
Total circulation (downloadables)	1 st	1 st	Collection turnover rate	3 rd	3 rd
Total expenditures for all electronic materials	1 st	1 st	Reference transactions per capita	3 rd	3 rd
Total expenditures for eBooks	1 st	1 st	Visits per capita	4 th	2 nd
Materials as a % of expenditures	1 st	2 nd	Circulation per capita	5 th	4 th
Population of service area	2 nd	2 nd	Expenditures per capita	5 th	12 th
Registrations (cardholders)	2 nd	2 nd	Website visits per capita	6 th	6 th
Total visits	2 nd	2 nd	Registrations as a % of population	6 th	6 th
Total operating expenditures	2 nd	2 nd	Staff expenditures per capita	9 th	12 th
Total operating income	2 nd	2 nd	Salaries as a % of expenditures	11 th	2 nd

¹ Public Library Data Service Statistical Report 2016, [Public Library Association](#), June 2016 (Based on 2015 fiscal year data)

2016 National Peer Comparison Data

Library	Materials Expenditures per Capita	Materials as % of Operating Expenditures	No. of Registered Borrowers	Registered Borrowers as % of Population	Total Circ	Annual Visits	Total Program Attendance	Total Electronic Circs	Collection Turnover
Kent District Library (MI)	\$9.92	18.83%	240,291	60.73%	6,216,480	2,805,556	259,560	1,097,359	6.1236
Akron-Summit Co. Public Library (OH)	\$7.65	12.40%	282,917	74.93%	4,901,864	2,537,288	258,563	306,732	2.7696
Allen County Public Library (IN)	\$9.43	13.72%	344,907	97.07%	13,776,392	2,440,918	202,178	8,743,815	3.2009
Brazoria County Library System (TX)	\$5.63	23.74%	128,692	40.22%	1,687,887	689,130	51,126	96,673	1.9969
Carnegie Library of Pittsburgh (PA)	\$9.48	13.87%	226,606	50.77%	3,895,806	2,865,727	319,072	263,645	1.8200
Central Arkansas Library System (AR)	\$5.58	9.09%	203,612	60.68%	2,722,796	2,065,505	263,778	263,645	2.5422
Charleston County Public Library System (SC)	\$6.37	14.04%	243,549	69.54%	3,118,474	1,754,008	206,603	413,508	2.7922
East Baton Rouge Parish Library (LA)	\$13.86	16.74%	373,481	83.89%	2,381,241	2,323,087	487,493	395,540	1.1292
Ft. Vancouver Reg'l. Library Dist. (WA)	\$7.83	17.10%	296,797	63.17%	4,454,668	2,023,980	130,101	380,262	5.7930
High Plains Library District (CO)	\$7.72	11.88%	116,749	45.43%	2,781,499	1,670,862	103,187	725,050	3.8366
Jefferson Parish Library (LA)	\$5.64	13.92%	91,311	20.96%	1,586,730	3,130,626	53,240	196,294	1.7077
Johnson County Library (KS)	\$7.47	13.79%	279,806	64.52%	6,157,079	2,466,264	70,903	186,403	5.2333
Live Oak Public Library System (GA)	\$1.49	7.04%	92,687	22.64%	1,578,404	1,625,823	64,987	36,142	3.0830
Saint Louis Public Library (MO)	\$7.96	11.32%	75,846	23.75%	2,259,899	2,224,851	158,193	211,000	0.6435
Saint Paul Public Library (MN)	\$5.43	8.82%	312,570	109.65%	2,945,482	2,160,591	136,723	411,357	2.6077
San Mateo County Libraries (CA)	\$7.74	9.72%	169,033	60.62%	3,468,980	2,178,886	270,555	218,689	4.4594
Shreve Memorial Library (LA)	\$5.02	8.58%	156,703	61.79%	1,120,174	1,212,620	121,998	156,476	1.7391
St. Charles City-Co. Library Dist. (MO)	\$8.04	17.31%	134,769	37.39%	6,766,207	1,907,229	135,967	489,834	5.9402
Toledo-Lucas Co. Public Library (OH)	\$8.53	10.93%	296,422	67.09%	6,237,379	3,013,140	200,976	620,837	3.2323
Washoe County Library System (NV)	\$1.62	7.89%	296,422	0.0%	1,714,226	1,093,520	97,328	165,231	2.7806
KDL Ranking (out of 20)	2	2	9	10	4	4	5	2	1

2016 State Peer Comparison Data

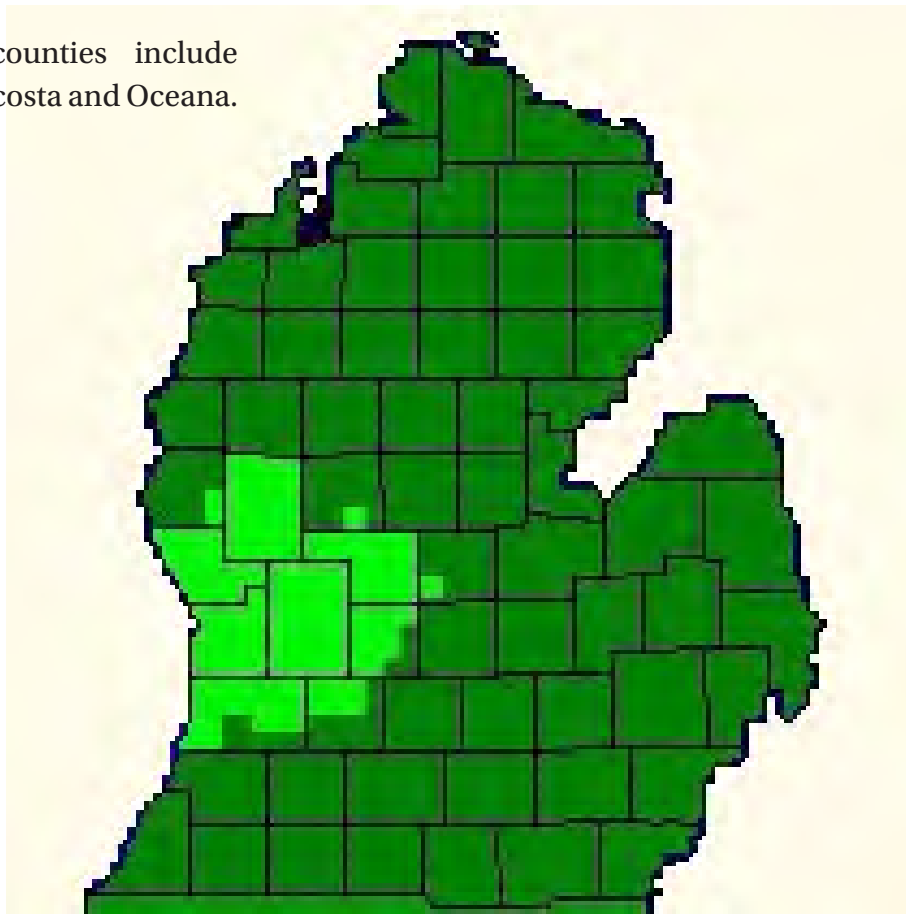
Library	Total Income	Total Operating Expenses	Materials as % of Expenditures	No. of Registered Borrowers	Total Circ	Annual Visits	Total Program Attendance	Total Electronic Circs	Collection Turnover
Kent District Library (MI)	\$21,904,269	\$20,837,498	18.83%	240,291	6,216,480	2,805,556	259,560	1,097,359	6.1236
Ann Arbor District Library	\$12,648,510	\$11,826,371	14.83%	136,769	7,659,070	1,579,201	258,563	317,843	10.8064
Canton Public Library	\$5,323,728	\$5,080,394	11.75%	81,219	1,411,415	487,095	202,178	65,315	4.1749
Capital Area District Libraries	\$10,736,003	\$10,422,982	13.07%	78,840	2,647,271	1,248,077	51,126	279,281	4.2289
Dearborn Public Library	\$5,421,731	\$5,311,964	8.47%	33,482	537,739	406,885	319,072	41,386	1.4806
Detroit Public Library	\$33,200,057	\$27,697,753	3.24%	441,405	1,202,932	2,760,938	263,778		0.1804
Flint Public Library	\$3,413,494	\$3,248,447	6.94%	30,449	140,389	160,539	206,603	5,834	0.4175
Grand Rapids Public Library	\$9,190,927	\$8,773,657	12.23%	66,861	1,608,852	854,877	487,493	110,409	1.8603
Herrick District Library	\$5,227,983	\$3,900,066	14.57%	51,682	1,377,112	859,757	130,101	180,056	2.2265
Kalamazoo Public Library	\$11,704,592	\$10,188,031	10.81%	69,145	1,857,628	714,740	103,187	102,057	4.0910
Livonia Public Library	\$3,507,960	\$3,449,753	5.78%	45,395	473,913	856,900	53,240	44,369	1.8575
Monroe County Library System	\$7,093,049	\$6,909,895	10.86%	55,693	1,085,336	648,024	70,903	81,767	2.0037
Rochester Hills Public Library	\$4,429,200	\$4,429,200	16.27%	69,667	1,746,856	527,464	64,987	130,576	6.3252
Troy Public Library	\$3,441,896	\$3,439,306	16.86%	50,203	1,283,785	452,881	158,193	140,259	4.3563
Ypsilanti District Library	\$3,672,512	\$3,618,919	8.77%	48,718	720,127	426,195	136,723	37,207	2.2649
KDL Ranking (out of 15)	2	2	1	2	2	2	1	1	3

Lakeland Library Cooperative Service Area

Kent District Library is a member of the Lakeland Library Cooperative (LLC) and participates in a shared online catalog and reciprocal borrowing privileges. There are 41 libraries in the Cooperative serving 1,294,094 residents. LLC customers have access, through a free delivery service, to the over 3 million items owned by these libraries. The Lakeland Library Cooperative covers the counties shown below.

Allegan	Ionia	Montcalm	Newaygo
Barry	Kent	Muskegon	Ottawa

Affiliated counties include Gratiot, Mecosta and Oceana.



The Cooperative is governed by a Board of Trustees. KDL has two seats on this Board and shares decision-making with other members of the Cooperative.

The state of Michigan is divided into cooperatives for the purpose of the distribution of state aid. The LLC receives a portion of Kent District Library’s share of state aid. State aid was appropriated by the state legislature on a basis of \$0.32696 per capita in 2016. State aid funds underwrite Cooperative functions such as the inter-loan delivery system and the Cooperative’s shared integrated library system. Member libraries also pay additional fees for cooperative services. The Lakeland Library Cooperative’s annual budget for FY 2015-16 was \$1,072,076.

Officials and Legislators

(Representing KDL Service Area)

STATE SENATE - MICHIGAN						
District	Last Name	First	Email	Party	Location	Phone
28 — Ada, Algoma, Alpine, Bowne, Byron, Caledonia, Cannon, Courtland, East Grand Rapids, Gaines, Grand Rapids Twp, Nelson, Oakfield, Plainfield Twp, Rockford, Spencer, Tyrone, Walker, & Wyoming	*MacGregor	Peter	senpmacgregor@senate.michigan.gov	R	P.O. Box 30036 Lansing, MI 48909-7536	(517) 373-0797 (866) 305-2129
29 — Cascade Twp, Grattan, Kentwood, Lowell City, Lowell Twp, Vergennes Twp.	Hildenbrand	Dave	sendhildenbrand@senate.michigan.gov	R	P.O. Box 30036 Lansing, MI 48909-7536	(517) 373-1801
30 — City of Grandville	Meekhof	Arlan	senameekhof@senate.michigan.gov	R	P.O. Box 30036 Lansing, MI 48909-7536	(517) 373-6920 (866) 305-2130
HOUSE OF REPRESENTATIVES - MICHIGAN						
072 — Caledonia Twp, Cascade Twp, Gaines Twp, & Kentwood	Johnson	Steven	stevenjohnson@house.mi.gov	R	N-1091 House Office Building P.O. Box 30014 Lansing, MI 48909	(517) 373-0840 (888) 347-8072
073 — Cannon Twp., Comstock Park, Courtland Twp., East Grand Rapids, Grand Rapids Charter Township, Nelson Twp., Oakfield Twp., Plainfield Twp., Spencer Twp., Tyrone Twp.	Afendoulis	Chris	chrisafendoulis@house.mi.gov	R	P.O. Box 30014 State Capitol, Lansing, MI 48909	855-347-8073
074 — Alpine Twp & Grandville	VerHeulen	Rob	robverheulen@house.mi.gov Contact for meeting request: Zachary Sikkema – zsikkema@house.mi.gov	R	374 Capitol Bldg. P. O. Box 30014 Lansing, MI 48909	(800) 968-2320
077 — Byron Twp., Wyoming	Brann	Tommy	tommybrann@house.mi.gov	R	N-1096 House Office Building P.O. Box 30014 Lansing, MI 48909	(517) 373-2277 (855) 866-4077
086 — Ada Twp, Bowne Twp., East Grand Rapids, Grand Rapids Twp., Grattan, Lowell City, Lowell Twp., Vergennes Twp, & Walker	Albert	Thomas	thomasalbert@house.mi.gov	R	S-1190 House Office Building P.O. Box 30014 Lansing, MI 48909	(517) 373-0846 (855) 596-6786

UNITED STATES

US Senate

	*Peters	Gary	senator@peters.senate.gov	D	2 Russell Courtyard Washington, DC 20510	(202) 224-6221
	Stabenow	Debbie	senator@stabenow.senate.gov	D	133 Hart Senate Office Building, Washington, DC 20510	(202) 224-4822 (616) 975-0052

U.S. House of Representatives

2nd District Alpine Township, Tyrone Township	Huizenga	Bill	https://huizenga.house.gov/ contact-me/email-me	R	1217 Longworth HOB Washington, DC 20515	(202) 225-4401
3rd District Remainder of KDL, Service Area	Amash	Justin	https://amash.house.gov/ contact-me/email-me	R	114 Cannon HOB Washington, DC 20515	(202) 225-3831

* Newly elected in Nov. 2016

Kent County Board of Commissioners (Representing KDL Service Area)

District	Last Name	First	Email	Party	Location	Phone
1 Plainfield Township (part) City of Rockford	Vonk*	Ted	Ted.vonk@kentcountymi.gov	R	4122 Boulder Meadow Belmont, MI 49306	(616) 874-2604
2 Algonia Township Alpine Township	Antor*	Tom	Tom.antor@kentcountymi.gov	R	9341 Laubach Sparta, MI 49345	616-887-7210
3 Courtland Township Nelson Township Spencer Township Tyrone Township	Morgan*	Roger	Roger.morgan@kentcountymi.gov	R	10585 Tefft Rockford, MI 49341	(616) 866-4264
4 Cannon Township Grattan Township City of Lowell Oakfield Township Vergennes Township	Jones*	Diane	Diane.jones@kentcountymi.gov	R	6561 Laguna Vista Drive Rockford, MI 49341	(616) 874-8740
5 Bowne Township Caledonia Township (part) Cascade Township Lowell Township	Bolter*	Mandy	Mandy.bolter@kentcountymi.gov	R	6714 Cascade Rd. #C12 Grand Rapids, MI 49546	(616) 295-7909
6 City of Walker	Stek*	Stan	Stan.stek@kentcountymi.gov	R	1274 Whitepine SW Walker, MI 49534	(616) 776-6324
7 City of Grandville City of Wyoming (part)	Ponstein*	Stan	Stan.ponstein@kentcountymi.gov	R	3967 Edgewood Grandville, MI 49418	(616) 726-2331
8 City of Wyoming (part)	Voorhees*	Harold	Harold.voorhees@kentcountymi.gov	R	5380 Kenowa Ave. Wyoming, MI 49418	(616) 534-1876
9 Byron Township City of Wyoming (part)	Kallman*	Matt	Matt.kallman@kentcountymi.gov	R	4099 108th St. SW Byron Center, MI 49315	(616) 915-5098
10 Caledonia Township (part) Gaines Township	Post Brieve*	Emily	emily.brieve@kentcountymi.gov	R	7438 Missoula Dr. SE Caledonia, MI 49316	(616) 502-5010
11 Ada Township City of E. Grand Rapids (part) Grand Rapids Township	Saalfield*	Jim	Jim.saalfield@kentcountymi.gov	R	205 Morningside Dr. SE Grand Rapids, MI 49506	(616) 464-1939
12 City of Kentwood (part) City of Wyoming (part)	Mast*	Harold	Harold.mast@kentcountymi.gov	R	PO Box 8737 Kentwood, MI 49518	(616) 532-5686
13 City of Kentwood (part)	Melton	Betsy	Betsy.melton@kentcountymi.gov	D	3560 52nd Street Kentwood, MI 49512	(616) 656-4095
14 City of Grand Rapids	Hennessy*	Carol	Carol.hennessy@kentcountymi.gov	D	1510 Kenan NW Grand Rapids, MI 49504	(616) 453-9167

*INCUMBANT

District	Last Name	First	Email	Party	Location	Phone
15 City of Grand Rapids	Talen*	Jim	jim.talen@kentcountymy.mi.gov	D	323 Paris SE Grand Rapids, MI 49503	(616) 454-2243
16 City of Grand Rapids	Bulkowski*	David	Dave.bulkowski@kentcountymy.mi.gov	D	322 Woodmere SE Grand Rapids MI 49506	(616) 560-2293
17 City of Grand Rapids	Womack	Robert	Robert.womack@kentcountymy.mi.gov	D	90 Hancock SE Grand Rapids, MI 49507	(616) 295-8953
18 Plainfield Township (part)	Koorndyk*	Dan	Dan.koorndyk@kentcountymy.mi.gov	R	35 Bel-Air Dr. NE Grand Rapids, MI 49503	(616) 458-8934
19 City of E. Grand Rapids (part)	Skaggs	Phil	Phil.skaggs@kentcountymy.mi.gov	D	2615 Hall Street SE East Grand Rapids, MI 49506	(616) 446-2280

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